

## DEAR CLEVER LITTLE MONKEY CUSTOMER,

*For us it's business as usual, although we are doing some things a little differently. You can still shop with trust on our website without having to worry. In these uncertain times we are working hard to ensure that what you have come to expect from CLM remains safely the same.*

### • FREE RETURNS UNTIL 31 APRIL!

One thing that will change is that we want to make it even easier for you to shop online during these times. Until 31 April we will accept free returns, should you change your mind on any orders that were delivered free of charge according to our free shipping policy. (That means that if your order was to a regional area with a regional surcharge, the surcharge will apply again).

#### T's & C's:

As long as the goods are received back in their original packaging and in sellable condition they will qualify for the free return. Once the return has been received in good, sellable condition your account will be credited with the full value towards your next purchase. We hope this helps in times when a little bit of reassurance goes a long way!

### • SHOWROOM VISITS ON HOLD: PAARDEVLEI

Visits to our Paardevlei showroom have been put on hold until further notice while we work on some stunning new ideas and concepts that will be launching over the next few weeks.

### • SHOWROOM VISITS TO KRAMERVILLE OPEN

Our Kramerville showroom remains open. We have implemented regular sanitization of our showroom and our staff are trained to sanitise regularly. Orders and purchases can be made with a no contact policy.

### • WAREHOUSING AND DELIVERIES

#### CONTACTLESS DELIVERIES

1. When Dawn Wing Couriers arrive at your delivery address, they have been instructed to ring the bell/knock on the door. Leave the parcel at your door and stand back at a safe distance (2 meters).
2. The POD will be left for you to sign with your own pen whilst the courier enters your details on the handheld device.
3. Once you have closed the door the courier will collect the waybill.

All of our furniture deliveries made by STAR express will involve a call first to ascertain if you are comfortable with receiving the delivery. Sanitiser will be used prior to delivery and upon loading.

#### HYGIENE

All Couriers vehicles have undergone a "deep clean".

Couriers have been instructed to sanitise all touchpoints in the vehicles frequently.

All Couriers will be carrying sanitisers and wipes to frequently sanitise their hands and scanners. All couriers and depot staff have been educated in respect of the Coronavirus, the symptoms, how it spreads and prevention.

#### OUR DEPOTS

Sanitisers have been made available at all access and entrance points, all individuals entering and or exiting our facilities are required to sanitise their hands.

All depots are undergoing "Deep cleaning". Access into and out of our depots has been limited and all visitations are on agreed appointment basis only.

Even though some of our staff are working from home, you can still reach us via email at [hello@cleverlittlemonkey.co.za](mailto:hello@cleverlittlemonkey.co.za) and our call center at 086 1000 993

### WE LOOK FORWARD TO BEING OF SERVICE!

Kind regards,  
Yulande Roxburgh  
CEO

**CLEVERLITTLEMONKEY**