

Stay Safe

The Government have now announced the lifting of legal restrictions relating to the Covid Pandemic with the changes taking place on the 19th July. They have also made it clear that we all have a responsibility to protect ourselves and others. As a business owner I also have the responsibility of making sure that my business is a safe place to visit and work in. I am also very mindful that many of our customers fall within the extremely vulnerable group and have visited our store during the past months as they feel that we have implemented measures to protect them whilst visiting.

Since we fully reopened to the public in September last year we have received many positive comments on the new shop layout and the measures that we have put in place.

Having given full consideration to the on-going impact of the pandemic and the need to provide a safe environment for our staff and customers we plan to maintain the majority of our safety measures.

Whilst it will no longer be mandatory for customers to wear facemasks in shops we would actively encourage you to do so when visiting Brundall Home Hardware. We are a small business. Should we have to close due to staff members contracting Covid this will have a significant impact on the financial viability of the business. We have come this

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far but may struggle to deal with a period of closure now.

Our staff have been given the opportunity to make their own choices about continuing to wear a mask. It is hard to work in a mask all day, particularly as much of what we do involves physical exertion. There will be times where staff may decide not to wear a mask or to drop this for certain activities. I am sure that you will understand. I intend to continue wearing a mask.

For your protection we will continue to maintain all of our other Covid prevention measures. You can see a summary of this on the next page.

I am sure that there will be many in our community who still feel concerned about visiting shops. At Brundall Home Hardware you can always telephone an order to us as we will be pleased to deliver this to you. You can also search the majority of our 9500 individual product lines. A link to the listing can be found at the top of our website home page.

Thank You...

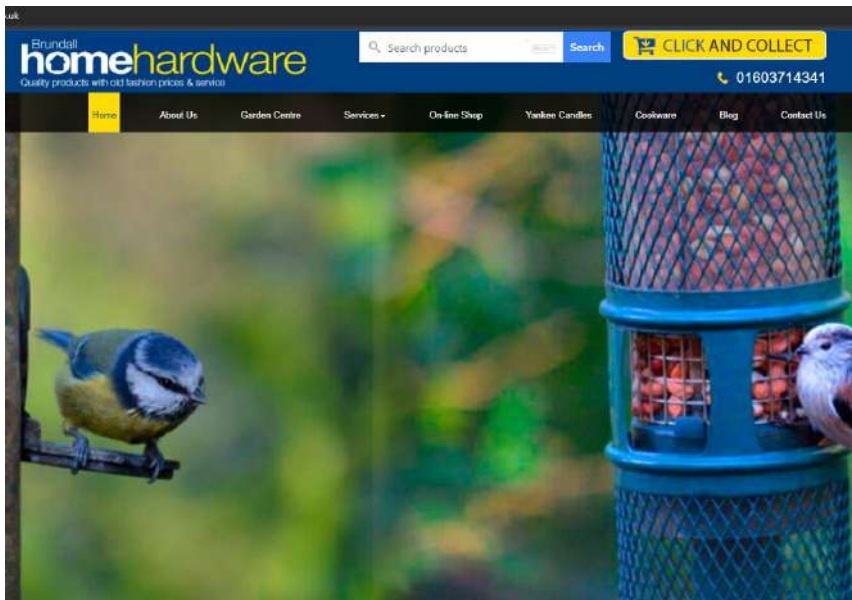
Finally I can only thank you all for supporting us during the past 18 months. Without the support of local people we would not be trading today. Your continued support for local business will help us to keep the centre of our villages healthy, give employment to local people and help to protect our environment without the need for unnecessary car journeys. Andrew.

Covid safety measures.

We take your safety seriously.....

To help maintain safety in our shop we will continue to follow these safety measures:

- Request the wearing of facemasks. (This is a request not a requirement)
- Traffic light entry system. This will be used to indicate that the shop is busy. As it is a small space it may not be sensible for more customers to enter the shop. Please wait outside until the light turns green.
- A one-way system will continue to be shown on the shop floor. Please follow these markers to help you keep a distance from others.
- Hand-sanitising stations are located at the front and back doors. Hand sanitiser can also be found at till points.
- All high contact areas will continue to be cleaned throughout the day. This includes door handles, counters and card payment machines.
- All shopping baskets are cleaned by staff after they have been used by a customer.
- Equipment such as Rug Doctor machines are cleaned when they are returned to us.
- If you prefer to be served outside the shop simply ring the bell on the flower trolley at the front door. We will come to you.
- We are also happy to take telephone orders for free home delivery. *



Welcome to Brundall Home Hardware

Welcome to Brundall Home Hardware, your local village store. At Brundall Home Hardware, we pride ourselves on providing quality products with good old fashioned, competitive prices and service. Why not take a look at what's on offer in store? Known by many as Alladin's Cave because we carry such a varied and full range of stock. No need to travel to Norwich or Great Yarmouth! Check out our garden centre, key cutting service, pet food supplies, ironmongery, cookware and so much more.

Illustration: Brundall Home Hardware web page.

The product search button can be found at the top of the page.

Perfect Storm

This past year we have seen a perfect storm in terms of Covid and the impact of the Brexit transition creating national shortages of certain product lines and raw materials. This means that prices of core goods have either risen in shops across the country or are just not available. The supply of timber products has been particularly badly hit. We have also seen supply shortages of paint, ironmongery and aggregates such as sands and cements. These are countrywide issues and not just affecting us at Brundall Home Hardware.

The good news is that we have fantastic suppliers who have quickly identified issues and helped find alternative products or manufacturers. So whilst at times the lack of availability of products can be frustrating the impact in the scale of all that has happened and continues to happen is realistically very low. We will always be honest with you if we are struggling to source a regular product line and will ensure that where possible we can keep our prices competitive against the major DIY and pet food suppliers.

Garden Centre

The bedding plant season may now be over with many gardens enjoying colourful borders and hanging baskets, but there are still plenty of exciting plant choices which will look good in your garden. In our garden centre we try to source a range of both common and the slightly more unusual perennial plants. Perennials are important to gardeners as these are plants which should come back year after year and provide a colourful backdrop to the rest of your garden planting. These can be planted at various times throughout the year and many modern gardeners prefer to buy plants when they can see them in full flower, so now is a good time to call into the garden centre to see what is on offer.

We recommend that you continue to feed your bedding and basket plants with a good multi-purpose feed. We stock solutions from brands such as Doff, MiracleGro and Phostrogen.

If the weeds are becoming a bit problematic we also stock a good range of weedkilling products for the garden, paths and lawns. Many customers are also concerned about the environmental impact of some weedkillers and pest control products. We stock a range of solutions which are both effective and more environmentally friendly.



As we know there are no banks left in rural areas and this is having an impact on us all. For small businesses our biggest problem is obtaining change.

The Banking Problem...

We are very happy to exchange £1.00, 50p and 1p coins for notes at our shop. This will help us to keep a stock of change as we have no access to local banking facilities. Simply bring your coins bagged correctly and we will be happy to exchange this for you. We are also trying to further reduce the amount of notes that we bank as we are charged for this. We will once again be offering a trial of Cashback through our tills. If you require Cashback you will need to pay using a card chip and PIN transaction. (Not contactless). When you enter your debit card into the payment machine you will be given the option to insert a Cashback amount, i.e, 10.00 for £10 in cash. (Maximum £50.00) Upon successful authorisation of your transaction we will give you the cash amount requested.

Engagement

Alison and I are delighted to announce the engagement of our daughter Lucy to James, whilst on holiday in mid-Wales.



Ecover Refill Station



A gentle reminder that we offer an Ecover Refill service in-store. This means that you can save money having an empty bottle of Ecover refilled at Brundall Home Hardware. We offer a selection of products which help to reduce your environmental impact including a range from Ocean Saver, bamboo toothbrushes, peat free compost and many more. You can also recycle your batteries in store alongside a recycling facility for your used water filter cartridges. Please let us know if you would like us to stock a specific environmental range and we can look into this for you.



Battery Back our battery recycling partner.



How to contact us?

Telephone 01603 714341

Email info@brundallpetandgardencentre.co.uk

www.brundallpetandgardencentre.co.uk

www.facebook.com/brundallhomehardware

We are open 8.30am to 5.30pm Monday to Saturday. Closed Sunday and Public Holidays.

***Free local delivery on purchases over £15.**

Subject to availability of delivery driver and weather conditions.



Brundall
homehardware