

20 March 2020

## Alliance Healthcare Announcement

### Important service changes: Help us to help you during the COVID-19 pandemic

As a leading pharmaceutical wholesaler, we recognise and embrace our role in providing front line support to you and your patients during the current COVID-19 global pandemic.

We also recognise the incredible efforts you carry out to support UK healthcare. During this testing time, and to ease any related financial pressures, **we are temporarily lifting the fuel surcharge, effective 01 March 2020.**

Working together to support UK healthcare delivery, we have identified a further three steps across our business that we will implement to **help us to help you.**

**Effective from Monday 23 March 2020, we are making the following changes to our service until further notice.**

Change taking place	Details of the change and what it means to you
1. <b>Temporary change to Returns – Ordered in Error</b>	We will not be accepting the return of products which are ordered in error. To minimise the impact of this essential change, please check your orders carefully before transmission. Other returns will not be affected.
2. <b>Temporary change to ordering cut off times</b>	To support us to continue to supply you as normal, we have made changes to our ordering cut-off times, as follows: AM – order cut off will be 12:00 for all customers (if you currently have a pre 12:00 in place this will remain). PM - all cut off 18:00. *Excludes OTC Direct and Cavendish orders
3. <b>Temporary change to picking process: Priority for POM medicines</b>	To ensure effective operational capacity to support UK healthcare, we are naturally prioritising the picking of essential POM medicines. This could result in other items; in particular Health & Beauty orders, arriving later than our normal turnaround (up to 72 hours from order placement). Please do allow us extra time to fulfill your order.

**For the latest news and how we are helping you, please visit:**

[www.alliance-healthcare.co.uk/working-together-to-support-uk-healthcare-delivery](http://www.alliance-healthcare.co.uk/working-together-to-support-uk-healthcare-delivery)

We are all working incredibly hard across the healthcare industry to support essential UK healthcare. Thank you for your cooperation with our efforts to support you.

Kind regards

**Alliance Healthcare**

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