



CLICK AND COLLECT

Following the COVID-19 rules for non-essential retailers



How to order

- Goods need to be pre-ordered
- Orders can be taken online, by phone call, text or post
- Customers can't order at the shop



Collection

- Customers aren't allowed in to collect their goods
- Doors need to be closed
- If there is no door the shutter needs to be down and lifted when goods are handed over



Signage

- Appropriate signage should be placed at the front of the premises saying 'click and collect' only



Taking payment

- Customers can't go into the premises to pay
- Payment needs to be taken before they arrive ideally, or taken outside the premises

For further guidance please email:
trading.standards@newham.gov.uk