Coronavirus (COVID-19)
8th April 2020

Metabo UK Ltd
25 Majestic road
Nursling Industrial Est.
Southampton
SO16 0YT

Tel: 02380 732000
Email: info@metabo.co.uk

To our trade community,

In response to the latest advice from the World Health Organisation and our government, Metabo UK Ltd have taken a series of steps to protect our employees, their families and the wider community from the Coronavirus.

For the key workers within our organisation who have the capability to work remotely from home will be servicing the needs of our customers via telephone and digital means.

Our internal customer service team have been scaled back to avoid unnecessary contact within the department, please be assured we are still taking calls and providing our usual services albeit at a reduced service level. You may experience longer waiting times during this period, we apologise for the inconvenience caused and thank you for your patience and understanding.

Up until April 1st our service department and technicians were working at maximum capacity to repair and service your power tools to get you back up and running as a matter of priority. However, with social distancing and the safety concerns of our technicians we made the decision to close this department until further notice. We will review each repair on a case by case basis and try to offer a suitable solution to our customers who are still working, especially those who are supporting the front-line infrastructure and carrying out essential works. For those who can wait, we appreciate your patience at this time.

Collection of warranty repairs can still be arranged via our customer service team as our parcel and pallet couriers continue to be operational. Should circumstances change, we will inform you accordingly.

Our experienced and technically knowledgeable social media team are present and waiting to answer any questions you may have.

Our customers and community are everything to Metabo, so we want to reassure you that we are thinking of you all in this difficult time, take care of yourselves, your customers and loved ones.

Our communication lines are open, and we are ready to service your needs.

We have extended our social media monitoring hours to 7:30am – 10pm

Facebook: @metaboUK
Twitter: @MetaboUK
Instagram: Metabo_UK

Yours Sincerely
Metabo UK