



Gardners Trading Update - 28th April 2020

Dear Publisher

We are pleased to inform you that we are starting to gradually reopen the business as we find new ways of creating and maintain a safe working environment for all our staff.

That means that within the next 10 working days we will start placing phased orders with your distributor using the same ordering protocols as we did before our close down.

From a purchasing perspective, our aim is to bring the business back to its position before our closure for both new releases and stocked lines, there will of course be some adjustments made to reflect certain channels or customers who are not trading at present.

As we were buying several months in advance , we already have your new title information and should we place an order for lines you have postponed , we will pick up their non- supply from the invoiced reports and publication dates will be updated from data feeds you send us.

Therefore, for now, please can we ask the following of you.

- Please ensure our account is reopened if it has been suspended
- Notify any carriers you use that they can start delivering to us again.
- At the moment we are only accepting deliveries on weekdays between 8.00 AM & 3.00 PM **.

In meantime, we will be selecting which titles and quantities we will be ordering so that we can have a controlled flow of stock coming into the business in sales priority order

Please do not send in requests to take in stock of new or existing titles until we have finished our first phase of replenishing during May

Any requests of which customers we are or are not trading with needs to be asked of the individual retailers directly as we cannot speak on their behalf or comment why they are or are not offering your titles or showing as available.

Our latest business statements , including delivery times**, are on our home page www.gardners.com, so please do not try and contact us unless it's an extreme commercial priority that is not covered by the above statements , we still have only a limited number of staff in the offices to deal with our 1000's of publishers.

It's been a tough journey for all of us all but we look forward to working with you again.

Thank you for your understanding and support.

Keep safe

Regards

Phil