

# enotria

## Order Collection Guide

To ensure the safe and efficient collection of orders, we kindly ask all visitors to follow the guidance below. Our team will be happy to assist you at every step.

Collections are available from 1:00pm onwards.

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### Before you travel

Before travelling to site, please contact Customer Services on **020 8961 5161** between **9:00am and 5:00pm** to confirm that your order is ready for collection. Have your order number ready when you call. Our team will need this information to confirm that your order has been prepared and is ready for collection.

Please do not travel to site without receiving confirmation that your order is ready. This helps to avoid unnecessary waiting and allows our warehouse team to prepare your order safely and efficiently.

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### Arriving on site

Upon arrival, please access the site via the staff car park and proceed to the Enotria reception. Please do not attempt to access the warehouse or yard areas directly.

Once inside reception, please advise the receptionist that you are here to collect an order. They will then contact a member of the warehouse team. You will be asked for your order number, so please ensure this is ready. If the reception desk is unattended, please call Customer Services on **020 8961 5161** (open **9:00am–5:00pm**) to let us know you have arrived.

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### During collection

For your safety and the safety of our team:

- Please remain in the reception area.
- A member of our warehouse team will bring your order to you or provide further instructions.
- Do not enter the warehouse or yard areas at any time unless requested. These areas are active operational zones, and entering without authorisation presents a significant safety risk.

Thank you for helping us ensure the safety of all visitors and staff. We look forward to welcoming you to Enotria.

