



**Customer**

# Safety First

Making Your  
Shopping Safe & Hygienic



# Durian's Safety-First Plan for You

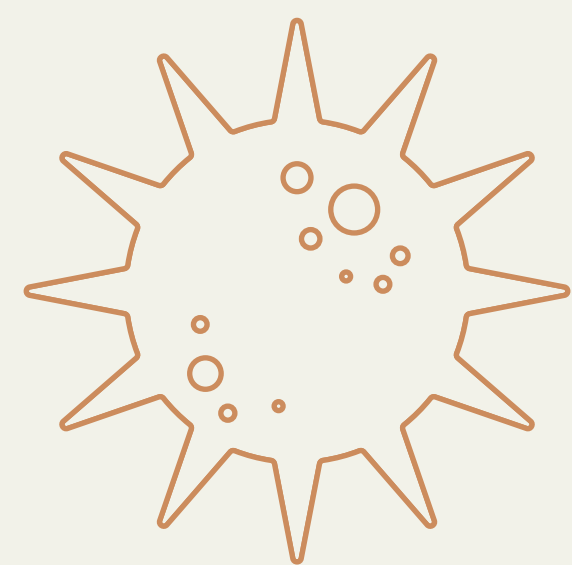
Dear Customer,

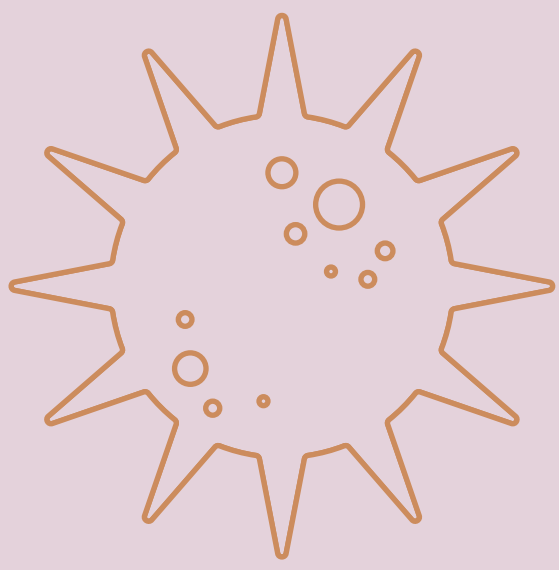
Please go through our safety policies to give you a safe and hygienic shopping experience in our stores.

We hope you find our safety mechanisms to be well-designed. Kindly co-operate with the staff to help them implement it strictly for your safety.

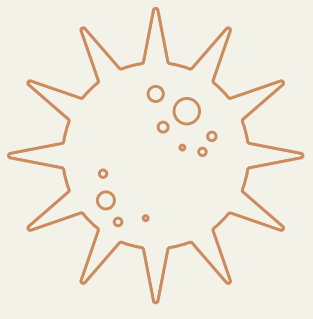
Do let us know about the changes we can introduce to continue to serve you better.

Welcome to our showroom.





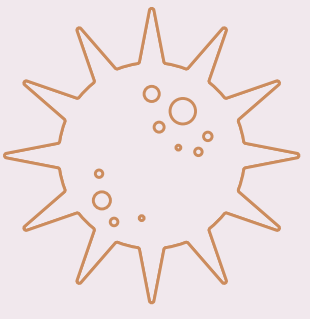
Safety Guidelines for  
**Customer**  
Interaction in the  
Showroom



## Safety Guidelines for Customer Interaction in the Showroom

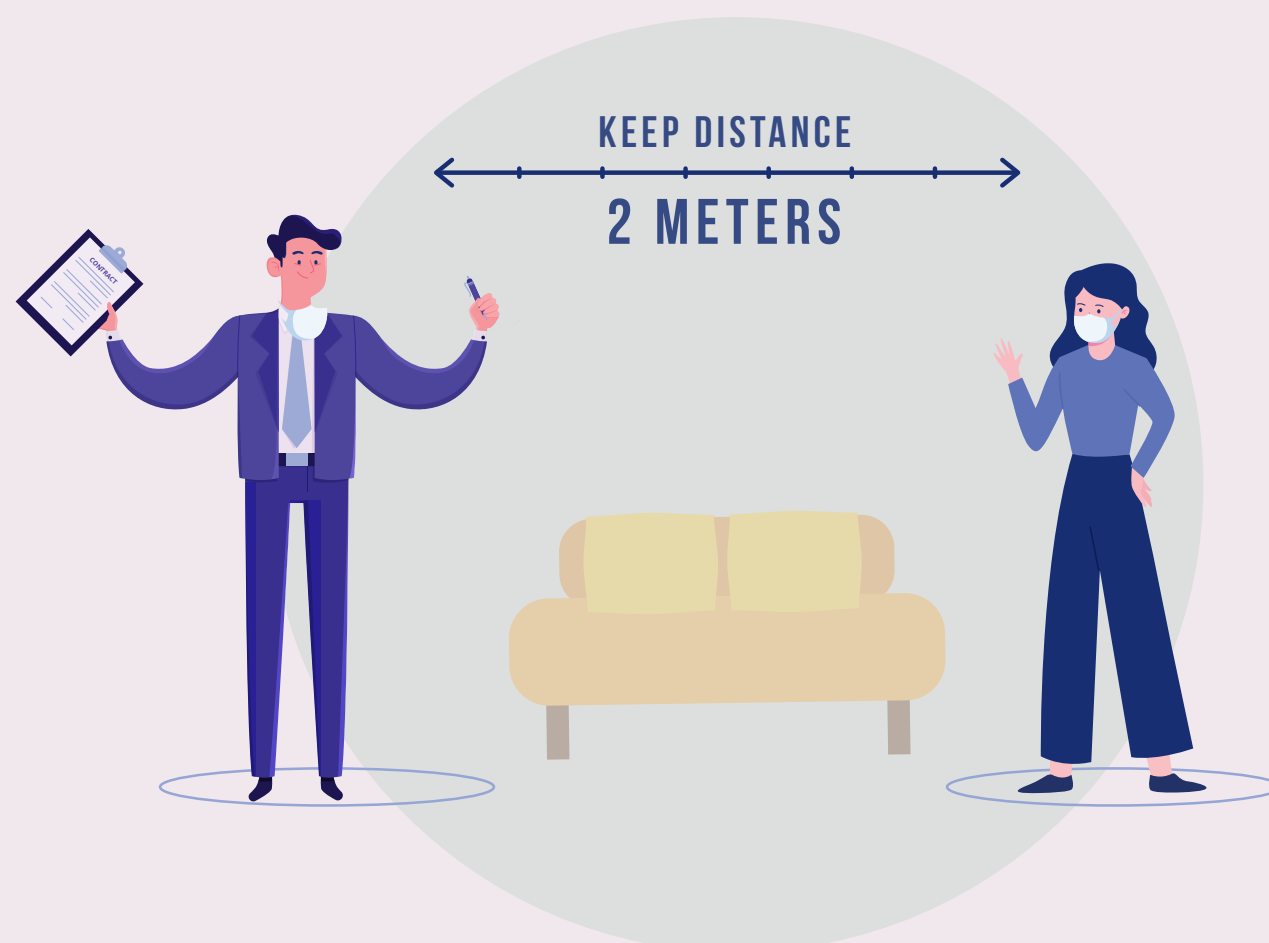
1. All customers only be permitted with masks.
2. Spare masks must be made available at all times for customers.
3. All customers must pass through a temperature check upon entrance.
4. Customers should avoid leaving their home in case of any symptoms.
5. Customer must sanitize their hands at the entrance.
6. Gloves must be offered to customers.

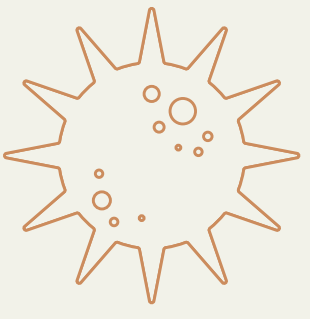




## Safety Guidelines for Customer Interaction in the Showroom

7. Salesperson must send the SOP for end to end process and interaction in the showroom via WhatsApp to the customers.
8. No contact is permitted with customers. Greet them with a "namaste".
9. Sales person should maintain a distance of 2 metres at all times when interacting with the customers.
10. Sanitisation process to be shared with the customers if needed.
11. Store staff must ensure that the customers are comfortable in their visits. Offer to vacuum the sofa or wipe the products so that they can examine the furniture better.





## *Safety Guidelines for Customer Interaction in the Showroom*

- 12.** All catalogues, quotations & any details required by the customer should be sent through email or WhatsApp to the customer.
- 13.** Digital payment modes to be encouraged.
- 14.** Bill and warranty should be emailed in order to ensure a paperless transaction.
- 15.** Water to be served to the customers in small disposable water bottles kept at room temperature.
- 16.** Use of reusable cutlery is not allowed





## About Durian

Durian started as a pioneer in plywood and veneer business. It has grown to becoming the leading lifestyle brand for all kinds of needs: home & office furniture, customized wardrobe, doors & laminate.

Durian stands for purpose. We are a favourite of lakhs of families, individuals, corporate leaders, and enterprises because we help the decision-makers prioritize the purpose they expect an article to fulfil.

We have PAN India presence. Thanks to our wide-spread network, we are fast becoming a well-recognised name among the next tier locations.

### Main Office:

401, The Summit, Hanuman Road,  
W.E. Highway Vile Parle (E), Mumbai  
Maharashtra, 400057

### Call us:

1800 22 3242

### Website:

[www.durian.in](http://www.durian.in)

