



Looking after you and our staff really matters to us.

We have some fantastic clients and a great crew here at DCCconcepts.

It is important to us that everyone is looked after in the best possible way, and that we can continue to give the best possible service. We are therefore making some temporary changes to the way that we operate during this period.

Please take just a few minutes to read through this newsletter.



Online operations...

We are fortunate in that we are able to manage these as normal from the perspective of order placement and fulfillment, with just a couple of factors influencing deliveries:

- *Logistics and deliveries: Royal Mail and other logistics organisations are staffed by people too.... And of course, international parcels need processing through customs both ends of the delivery chain. So it is possible that there may be delays in delivery timing beyond our control.*
- *Stock availability: We can only sell it to you if we have stock, and deliveries from all major suppliers have now been interrupted since January. Some suppliers are now going back to work but it will take time for them to complete products. We can also expect longer than normal delivery times to apply as shipping companies are overloaded because the whole world wants their stock ASAP!*

So, please be a little patient if things happen a little more slowly than in normal times. We will do our best, and get back to normal just as soon as we can.

Shop sales...

We love it when you visit us and are able to see what we do. We are proud of our showroom and all the active displays that can show you "hands on" just how easy it is to use our products.

However, we must take the advice given to us and protect both our customers and our staff, so while we will miss your visits, we do have to take the unwelcome step of temporarily closing our Settle showrooms until further notice. We will review this decision often so DO keep in touch.

Telephone support...

We will still be here 7 days a week to take your calls, however we will be managing staff attendance carefully so those who are here will be very busy.

- *Please forgive us if the phone rings for a while before we answer.*
- *Do expect that if you have a technical enquiry, we may have to take your number and call you back unless it is an easy or quick question to answer*



Technical support...

We will still be here 7 days a week to take your calls, however as with general calls, we will be short-staffed during these difficult times.

- *Please read instructions carefully. It is rare to need an answer not already covered within them so it can be surprising just how many problems will be solved by this simple step.*
- *Please understand that we may need to take your number and call you back. A response or call-back may be the same day, but please do understand if it takes longer.*
- *Special diagrams or other bespoke or custom advice will take longer than normal. While we would normally do this within a day or two, it may well take a week or more under current circumstances.*

Please be patient. We always do our very best, but sometimes we just can't be any quicker.



I'd like to close this newsletter with some more personal comments.

It is very likely that as a railway modeller, like me, you are in the "higher risk" age group that seems to be most at risk because of Coronavirus. Please stay safe and look after yourself.

Keep in contact with other modellers by phone, email or E-groups and look after each other.

Most importantly, don't be lonely. You do not need to be alone. Log on to (<https://www.dccconceptsforum.com/>) and share your thoughts about life, modelling, Coronavirus or anything else that's on your mind right now.

Ask for help if you need it. We will do what we can.

From all of us here at DCCconcepts, kind thoughts and best wishes. We are thinking of you.

Lets look forward to a brighter and more positive end to 2020.



Richard Johnson