



**Water
Quality
Solutions**



**love
mypond**

To our valued customers,

As stage 4 restrictions begin in Melbourne at midnight tonight, I would like to re-assure our customers that as Water Quality Solutions is classified as an essential service provider, it will be business as usual for our Melbourne team. We will continue to fulfill orders and provide support and repairs from our Melbourne offices/warehouse while operating under a strict COVID safe plan.

We continue to be available as usual via phone and email. Orders can continue to be placed as per normal and our webstores are fully operational, and we are shipping daily.

All pick up services remain suspended until further notice.

As couriers and other logistics companies continue to experience delays you may experience some increased shipping times. We will always provide you with tracking details for your orders so please look for those and check for estimated delivery time frames. We will do everything we can to ship your orders as fast as we can.

I would like to thank you for your support over this difficult time and take this opportunity to wish you and your families all the best over the next couple of months, and if we can offer any support please do not hesitate to reach out.

Take care and stay safe,

Scott Tucker

Managing Director

Water Quality Solutions & Love My Pond