

16 March 2020
PGM/all_customers_16_03_20

To All Customers

Dear valued customer,

Re: Drop Shipping Options – COVID-19 Mitigation

In the light of the Coronavirus and the lockdown policies being applied throughout Europe I am writing to offer you our every possible cooperation in supporting the deployment of braces to your customers and to your patients that need them.

We appreciate that lockdown policies to control the spread of the virus may make it difficult for patients to attend clinics for brace fittings. Should this be the case C-Pro Direct will be pleased to accept “Drop Ship” orders from you, ie., we will deliver your orders directly to the patient or sub-distributor. All you need do is provide a delivery name and address and contact telephone number at the delivery address. C-Pro Direct operates a secure infrastructure, is a registered data-processor and can guarantee every reasonable measure will be taken to ensure customer personal data are protected and used only for the purposes intended.

C-Pro Direct is benefiting from good stock levels in both the UK and Ireland from which we can serve customers and robust IT. So long as the courier network continues to function we are therefore confident we can continue to serve customers throughout the crisis for the foreseeable future.

Please be assured C-Pro Direct fully understands and appreciates the distress to patients and parents that would be caused if they are unable to receive the braces they need. C-Pro Direct is committed to ensuring every child in need of our braces is able to receive them. C-Pro Direct has always been prepared to “go the extra mile” for our customers and we will do all that we possibly can to assist you, your patients and clinics throughout the Coronavirus crisis. In addition to assisting with product deployment through “drop shipping” we can also provide support to clinics and patients through other means, such as email or video conferencing as an alternative to visits in person.

Please feel free to contact us with your questions or requests at enquiries@c-prodirect.com or by telephone on 0044 (0) 1732 860 158.

Best wishes,



Philip Morris

Director