

LENDING YOU A HAND DURING LOCKDOWN



CBX Lockdown FAQ

CBX IS ALLOWED TO TRADE UNDER LEVEL 4 GUIDELINES

Hardware, components and supplies required by a qualified tradesperson solely for the purpose of emergency repairs at residential homes or business as outlined in the Covid 19 schedule of services framework.

Hardware, components and supplies required by any entity engaged in the provisions of permitted services for any project related to the boards, hardware and cabinet fittings and / or other permitted related items and services.

Only the products required for permitted services and / or emergency repair work will be available to purchase.

WHAT ARE OUR TRADING HOURS?

MONDAY to FRIDAY 08:00 - 16:00

OPEN during lunch except for FRIDAYS, we will be closed from 12:00 - 13:00

SATURDAY 08:00 - 13:00

Customers are requested to email the store directly with their requirements.

GET INFORMED

WHO CAN CBX PROVIDE PRODUCTS AND SERVICES TO?

CBX may only provide products to:

- Qualified tradesmen who require products solely for the purpose of emergency repairs at residential homes
- An entity engaged in the provision of permitted services.
- The regulations state that trades necessary for rendering emergency repairs, including plumbers, electricians, locksmiths, glaziers and roof repairs, will be considered permitted services.
- If you are a business with an emergency need and you come purchase the goods required - you will still need to declare that you are using the items for an emergency repair.
- Regulation allows for permitted service providers, and "sole proprietors" providing emergency repairs at "residential" properties.

WHAT PRODUCTS CAN BE SOLD DURING THE LOCKDOWN?

Any products which are required for emergency repairs at residential homes or products required for any project related to the provision of permitted services.

WHICH DOCUMENTS MUST A CUSTOMER PRESENT IN ORDER TO PURCHASE PRODUCTS?

- Only customers with a CBX customer code may purchase products from CBX
- We can assist in creating one for you if you do not have one.

CAN WE SELL TO A CUSTOMER WITHOUT A CBX CUSTOMER CODE?

CBX will only be selling products to customers with a CBX customer code as CBX is required to maintain a register of all purchases made during the lockdown period in accordance with the regulations. We can assist the Customer to create a CBX customer code.

WHICH PAYMENT METHODS WILL BE ACCEPTED DURING LOCKDOWN?

City Board will accept debit card and EFT payments. City Board will NOT allow Customers to purchase on their CBX Account during the lockdown period.

HOW MANY PEOPLE ARE ALLOWED IN OUR STORES?

CBX is required to guarantee that there are controls in place to ensure that all customers keep a distance of at least one square meter from each other and that all directions in respect of hygienic conditions and the exposure of persons to Covid-19 are adhered to. On this basis CBX has implemented a rule per individual store that we limit the numbers of customers and staff in the store at any given time.

MUST ALL CUSTOMERS WEAR MASKS?

- The Minister of Health has made it compulsory that the public wear cloth masks at all times when outside of a residence.
- CBX reserves the right to refuse entry to any individual who is not wearing a mask.

MUST ALL ASSOCIATES IN THE STORES WEAR MASKS AND GLOVES?

- As per government regulation effective 01 May 2020 it is compulsory for all individuals to wear a cloth mask.
- CBX stores will have hand sanitizer dispensers available at all touch points throughout the store. Both staff and customers are encouraged to use this regularly.

ORDER COLLECTION

With the reduced number of staff members, we unfortunately cannot offer a delivery service and as such all orders will need to be collected from the store. Should a customer require delivery, it is for the customers responsibility to arrange a courier / delivery service to collect.

FIGHT HELP THE SPREAD OF COVID-19

The best way to prevent the spread of infection is to:



Wash your hands often with soap and wash your hands often with soap



Avoid touching your eyes, nose or mouth, especially with unwashed hands



Avoid close contact with people who are sick



Stay home if you are sick to avoid spreading illness to others



When coughing or sneezing: Cover your mouth and nose with your arm or tissues to reduce the spread of germs



Clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs



Immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards

Contact Us

www.cityboardxpress.co.za

DURBAN | 087 813 3722 | 526 INANDA ROAD, PARLOCK