

## ASKO's response to Victoria's COVID stage 4 restrictions.

The health of our staff and customers is always our priority. In response to the Victorian Governments latest guidance regarding COVID, we are taking the following steps as our part in reducing the spread of the virus, whilst supporting our customers through what will be a challenging time for everyone.

We have interpreted the Victorian Governments guidance on what is deemed as “essential” as summarised in the table below.

Essential or Non-Essential	ASKO Appliance Type	Will ASKO deliver?	Will ASKO install?	Will ASKO repair if non-working?	Exceptions
Essential	Washing machine Oven Cooktop Refrigeration	Yes	Yes	Yes	Installation: If washer & dryer on same order, both will be delivered & installed. ASKO do not install ovens or cooktops.  Repair: Non-working appliances will be repaired. Working appliances will not be repaired until the Victorian Government change COVID guidance.
Non-essential With exceptions	Dishwasher Tumble dryer Rangehood	Yes	No	No	Appliances for front line workers as defined by the Victorian Government as an essential service (Hospital staff, Aged Care Facilities, Emergency Service workers etc).  Situations where a faulty appliance is deemed by ASKO to be hazardous to the customers health and safety.
Non-essential No exceptions	Drying Cabinet Pedestal Drawer Warming Draw Vacuum Draw Hidden Helper	Yes	No	No	Situations where a faulty appliance is deemed by ASKO to be hazardous to the customers health and safety.