



Dear Customer,

We hope you and your families are safe and well during this crisis and our thoughts are with you all.

We at Primo Drinks realise the challenges you are facing at this difficult moment in time and as such, we just wanted to give you an update in relation to one of the outstanding areas of concern for us all right now and that is in relation to keg products that are either out of date or about to go out of date.

We have been working closely with all of our suppliers to be able to give you some information about how we are going to be able to assist with this issue. We are pleased to say that most of the industry has responded to the problem and different breweries want to deal with this problem in different ways, some offering credits, some want to swap product on a one for one basis with fresh stock, we are just awaiting the detail on how each brewer wants to deal with this and as soon as we have this detail we will of course write to you again to update you.

It is though sad to say that this is not across the board, we are still waiting on some brewers to confirm their position in this regard which include Skinny Brands, Kingfisher, Timothy Taylor and Black Sheep Brewery. We will update you as soon as they confirm their position.

The majority of and in fact all of the main brewers are providing support and as such we will be in contact with you in relation to any product that we have sold to you after certain dates, to confirm the next course of action. Please bear with us though, as whilst we want to make sure that you know how we will manage this situation, we are still awaiting full and final details from all of our suppliers.

All of the above is fully dependant on when we are able to bring our drivers and warehouse team, who are currently furloughed, back to into work to commence the massive operation ahead of us all. Our priority will be to get keg stock that has not been opened, back into our depots asap, so we can offer the support that the brewers have agreed with us.

There is some conflicting information out in trade regarding part used kegs, please can I advice you not to destroy or dispose of any beer kept at your venue until further notice.

Keep safe and well

Gavin Wright
Managing Director

**we don' t stop,
so you won' t have**

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