



Elmvale Home Building Centre
121 County Rd. 27, Box 3060, Elmvale, Ontario, Canada L0L 1P0

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To Our Valued Customers,

As the details and precautionary actions regarding Covid-19 continue to change day by day, we are making changes necessary to prevent the spread of the virus as well as to do our part to "Flatten the Curve". The following changes are being implemented as of Monday, March 23rd and will be in effect until further notice.

In Store Practices:

- New Store hours: Monday–Friday 7:30- 4:30, Closed Saturday and Sunday
- Where possible, positions that can work from home will continue to do so
- Overall staff count has been reduced
- Frequent, thorough hand washing
- Disinfecting of terminals, cash machines and devices
- Increased cleaning of all common areas
- Self-Isolation Policy (where required)
- Preferred method of payment is debit or credit card
- Social distancing protocol
- We will no longer be delivering product into occupied homes but delivering to driveways, garages or car ports. The exception will be for new home construction only
- Our sales staff will refrain from doing site measurements

Customers:

- If you feel unwell or have travelled in the last 14 days please refrain from entering our retail store.
- You can call and place your order over the phone for delivery or pickup. Most delivery charges will be waived until further notice.
- We will require at least 48 hours of notice for deliveries

Thank you for your continued support and understanding during these very unprecedented times. Our aim is to keep our customers and staff healthy while continuing to serve our customers the best we can during this time of uncertainty. We will continue to respond to government directives as they come available. Please feel free to contact me at any time with any questions or concerns you may have.

A handwritten signature in blue ink, appearing to read 'George Begley'.

George Begley
Owner

Elmvale Home Building Centre • 100% Dealer Owned

www.elmvalehomehardware.com