



FOR IMMEDIATE RELEASE

Thursday, March 19, 2020 | Maumee, OH

NEW SERVICE CENTER PICK-UP PROCEDURES:

In addition to practicing enhanced cleaning practices and proper social distancing, we are implementing new procedures for Service Center pick-up orders to keep our employees and customers safe.

At this time, our service centers remain open to business and we continue to fulfill orders to service your needs. Our manufacturing facilities continue to operate at full capacity and our transportation of products to each service center remain uninterrupted from COVID-19.

The safety of our employees and customers are our top priority. Starting immediately, the following precautions will be in place for every pick-up order at each of our service center locations:

1. All orders must be placed online or via phone. These orders should not be placed in person at the Service Center.
2. Customers will need to call ahead at least two (2) hours prior to picking up the order.
3. All Service Center pick-ups will be completed curbside or at the loading dock.
4. Please remain in your vehicle during loading. We may request assistance in loading some products. In these circumstances, we will practice proper social distancing techniques.
5. Please try to pay in advance with credit card. If paying with cash or check, please follow social distancing.
6. Customer will not be permitted inside of the buildings. Access to the Service Center warehouse, office, showroom, restroom and water fountains are prohibited at this time.
7. If you are sick or experiencing symptoms of COVID-19, please do not pick-up your order. We reserve the right to refuse service to anyone who is showing symptoms.