



COVID-19 Update

Attention Customers:

Please read the following update on measures that AMRE Supply is taking to further assist in effectively assisting with the COVID-19 pandemic.

Branch Instore Counter Closures

The health and safety of our customers and employees remains our #1 priority. In light of this, we are temporarily closing our "**Instore**" shopping experience at all locations. This will be effective as of Friday, March 20th at 12:00pm MST. Our **branch staff are still here to serve you** via phone and for pickup. If your needs are immediate, we are providing a pickup option of "**curbside**" delivery to your vehicle to ensure proper social distancing. Our **warehouses, deliveries, and customer service teams are currently still fully operational.**

We are **urgently requesting** that all **orders possible are placed online** for delivery or for later pickup at your local branch. Please visit www.amresupply.com. If you are an account holder and require a login, please visit www.amresupply.com/sections/request-login and our team will assist you as soon as possible.

Please visit our website or contact an AMRE representative for more information on our "Curbside Pickup" options.

New AMRE Delivery Protocols

Heightened measures are also being taken to protect our delivery drivers and customers for deliveries being made by our AMRE fleet. Effective immediately AMRE drivers will not enter buildings to make deliveries into any customer suites. Customers will be asked to meet our drivers at the exterior of the building. Our drivers will continue with a very high level of cleaning and protection by wearing disposable gloves on each delivery and continued sanitization of their hands and vehicle after each delivery. We will no longer require signatures at delivery. New protocols are in place to record proof of delivery and ensure social distancing to keep both our drivers and our customers safe. We thank you for your understanding and cooperation. If you have any concerns, please contact your local branch manager to discuss.



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Customer Care Centre

Our Customer Care Centre is still open for regular business hours and can be reached at 1-800-661-9891. Due to this change in operations, our phones are experiencing increased call volumes. If you are unable to get through to our Customer Care Centre you can also contact your local branch directly. Please visit www.amresupply.com for a list of AMRE store locations.

Health & Sanitization

If you are sick, we ask that you advise our team members immediately so that we can take extra measures to ensure the safety of our staff while still delivering goods to your vehicle, home, or business in a safe manner.

Our teams are continuing to take extreme measures with cleaning and hygiene during this time which includes wearing protective gloves, high levels of sanitizing on surfaces, consistent hand washing and sanitizing, no sharing of materials where possible and are under strict guidelines to not come to work if feeling ill in anyway. These measures will continue with our new protocols to ensure their continued safety as well as our customers.

As our requirements are rapidly changing we invite you to visit our website for the most up-to-date information on our operations.

Our goal is to provide you with the best possible service during this time, while helping keep everyone safe. As always, your business and patience is greatly appreciated.

Sincerely,

Your Amre Supply Team