



August 7, 2020

**Attention Customers:**

We're here to help! Our branches have reopened and our associates are back to help you find what you need. We're committed to keeping you, our communities, and our associates healthy and safe. These are a few of the measures we have rolled out in response to our corporate guidelines.

- In accordance with provincial guidelines, we may limit the number of customers in the store at any one time
- Sanitation Stations have been setup for when you enter and leave our buildings
- Protective shields have been added to our sales counters
- Enhanced cleaning measures will be practiced, including frequently touched surfaces, throughout the day
- Social distancing (6ft) where possible must be practiced by all customers and associates
- Social distancing floor decals and aisle markers will be present throughout showrooms and around sales counters
- Bathroom and kitchen facilities will continue to be closed to the public
- We encourage all customers to wear masks upon entering our facilities\*
  - As per provincial bylaws, face masks are **mandatory** for all customers and associates to enter our Alberta, Toronto and Peel Region locations. *The bylaw includes exemptions for those who cannot wear a mask for medical reasons, children under the age of two, and other reasonable accommodations.*
  - For those without a mask, AMRE associates will have individual, disposable masks for sale in order to allow entry.

For the safety of our staff and community, we ask that you please refrain from visiting any of our branches:

- If you are experiencing COVID-19 symptoms
- Have been in contact with anyone who has tested positive for the virus in the last 14 days
- If you have recently travelled abroad

Anyone not respecting these new requirements may be asked to leave the premises. We will gladly help you by phone or online and will work with you for delivery.

### **Curbside Pickup**

In an effort to streamline our branches, we have temporarily paused our Curbside Pickup option. We will be reviewing the program and will advise once it has been relaunched.

### **Delivery to Your Door**

At checkout, you may also choose to have your order delivered by one of our delivery partners to your door for a delivery fee. With the increase of online orders throughout Canada, all Canadian shipping and delivery partners are experiencing a delay in delivery.

AMRE Supply will in good faith ship all in stock orders on the same business day, if placed before 4:00pm local time. Any delay in delivery due to our shipping partners is beyond AMRE Supply's control. AMRE Supply will not be held responsible for late shipments.

### **Warehouse & Delivery**

Our warehouse and delivery teams continue to be fully operational, although operating with new processes to ensure social distancing and protection to our customers and staff.

AMRE delivery 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 however are in place to record proof of delivery and ensure social distancing to keep both our drivers and our customers safe.

Our warehouses will continue to accept deliveries but with heightened safety protocols. Branches will be defining areas of the warehouse that will be accessible to drivers and continue to take precautions to adhere to social distancing and additional safety measures. Anyone not respecting these new requirements may be asked to leave the premises.

## **Returns**

We will once again be accepting returns into our facilities. We kindly ask that you provide your original invoice and all packaging and materials in order to make this process as seamless as possible. All returns must meet all conditions as written on our Return Policy in order to be accepted. Any item returned to AMRE Supply that is still in functional use will be sanitized and/or subjected to a 3-day quarantine period before being allowed back for resale.

We continue to be confident in our plans to safeguard our communities and to serve each of you. For any questions, please contact us at [customercare@amresupply.com](mailto:customercare@amresupply.com), [customer.feedback@wolseleyinc.ca](mailto:customer.feedback@wolseleyinc.ca), or via phone at anyone of our locations or 1-800-661-9891.

We thank you for your understanding and cooperation.

Shane Tollefson  
General Manager  
AMRE Supply