Dear CUSTOMER,

As the world focuses its attention to the spread of the Coronavirus (COVID-19), we too have been monitoring the situation closely. As a locally-owned small business deeply committed to the community we call home,**the health, safety and well-being of our customers, employees and their families are our top priorities**.

We’re committed to maintaining a safe and healthy workplace for our team members while providing a safe and healthy place for you to shop.  In addition to closely monitoring the latest advice and recommendations from the Centers for Disease Control and Prevention (CDC), we’d like to share with you the actions we’re taking to help protect you and our team.

We’ve advised our team members to follow the guidance of public health authorities regarding hygiene and personal travel (yes, we’re washing our hands a lot), and we’ve mandated that team members who exhibit flu-like symptoms stay home and consult with a medical professional.  We’re limiting business travel, and are focused on being here, in our home community, to best serve you.  We’re working hard to make sure that when you visit, you’ll find the store to be very clean and sanitary.  When we’re not washing our hands, you’ll likely find us cleaning and disinfecting our displays and public areas.  Sure, the store smells like Lysol™, but rest assured we’re keeping things really clean.  You’ll likely notice a few changes with our delivery teams, as well.  In addition to the already rigorous procedures we have in place to make sure our teams use best practices to keep your new products and your home fresh and clean, we’re going a step further.  Our teams will be using brand-new shoe covers and gloves for each home delivery we perform.  You’ll also notice they’ll be using hand sanitizer before, after, and in some cases during your delivery to be as sanitary as possible at all times.  It’s a lot of hand sanitizer!  But keeping you and our team as healthy as possible is totally worth it.

If you need to have a product serviced, as always, we’re here for you.  Our technicians are also using the utmost care to ensure that not only are they providing you with top-notch expertise in repair service, they’re also staying healthy and safe.  Just like the rest of the team, you’re likely to see our technicians using a lot of hand sanitizer, washing their hands before and after completing your repair, and using fresh shoe covers and gloves on each call.

In the coming days and weeks, we know you’re likely to be spending more time at home.  Just know that we’re here to serve you, and to make sure all your appliance, furniture, bedding and electronics needs are completely met.  We’re all about making home the best place for you and your family!  If you’re looking to shop from home, our website ([www.ourwebsite.com](http://www.ourwebsite.com)) is open 24/7, and you can shop from anywhere with an array of convenient delivery options at your disposal.

We value our relationship with you and count it a pleasure to serve you and our community.  If you have any questions or need any assistance, we stand ready to help, and look forward to hearing from you.

Regards,