

P.O. Box 256 • 484 Housatonic Street • Dalton, Massachusetts 01227 • Tel. (413) 684-0025 • Fax (413) 684-0427

Friday, March 20, 2020

To all our Customers:

We are all experiencing extraordinary times with the onset of COVID-19 and changes are coming quickly. In order to ensure the safety of the L.P. Adams Co., Inc. family, both employees and customers, we are going to be changing the way we do business which will affect our staffing levels and how we service you.

Effective at the close of business tonight, we will be making the following changes to our schedule and customer pickup and delivery procedures.

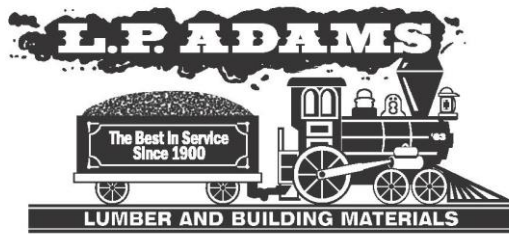
- Hours of Operation: Monday – Friday 6:00 am – 5:00 pm; Saturday 7:00 am – 1:00 pm
- **We will continue to service customers with jobsite deliveries and by curbside pickup.** See below for instructions.
- We are open for business, but our stores and warehouses are going to be **closed for public access** effective this Saturday, 3/21/2020.

How to place an order for delivery or “curbside” pickup:

Starting this Saturday – Our retail store, and showroom will be limited to curbside pickup and drive up ONLY.

Please use the following methods for placing orders:

- **For deliveries** - please call your regular salesperson or email or call the front counter. All delivery orders not charged to a house account will need to be prepaid with a credit card. **Delivery will be also be curbside/outside ONLY.** No in-home deliveries until further notice. Special instruction to deliver inside garages can be made as long as there is no person-person contact.
- **Curbside pickup orders** - Please call our front counter (Sales) – **(413)684-0025 x 2.** All curbside pickup orders will need to be prepaid with a credit card or invoiced to a house account at the time of order. Cash will be accepted only as a last resort. Once an order has been received over the phone, our staff will do the shopping for you. When it is completed, it will be delivered to your vehicle in our parking lot. **PLEASE STAY IN YOUR VEHICLE,** we will place your products in your vehicle (preferably the trunk) and hand your receipt through your window. We ask that you give a description of your vehicle over the phone so that we give you the correct products.



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- **Orders involving our warehouse** – When you place an order over the phone involving a product in our warehouse and lumberyard, your order ticket will be brought out to the warehouse by an LP Adams employee and turned over to a warehouse associate who will begin to fulfill your order. You will be instructed to drive into the warehouse and then **STAY IN YOUR VEHICLE** while our staff fulfills your order and delivers it to your vehicle. Once you have received your order, please proceed out of the warehouse. Please provide a vehicle description over the phone so that we may deliver the right product to you.
- **Special Orders & Estimates** – All special orders & estimates will need to be called in or emailed (please see the “contact us” page on our website www.lpadams.com for a complete directory)
- **Returns & Exchanges** – Please contact our front counter (Sales) – **(413) 684-0025 x 2**, when you arrive at our store. An employee will come out and retrieve the product you are exchanging or returning. **PLEASE STAY IN YOUR VEHICLE!** They will return with either your new product or a receipt with your credit.
- The Accounts Receivables office will be staffed for telephone calls only and can be reached at **(413)684-0025 x 3005**. PLEASE NOTE: all payments on account must be made over the phone, via mail or online.

What to expect when we deliver:

- Our drivers have been instructed to have as little interaction with customers as possible, and have been directed not to bring items into a customer’s house. They are instructed to leave material outside, on porches, and open garages.
- Drivers will do their best to unload deliveries in the best location possible outside.
- Signatures will **NOT** be required (or accepted) at the time of delivery.

In addition to further protect our staff and our customers we have initiated the following policies:

- **Our Outside Sales team (including the kitchen & bath design team) will no longer conduct face-to-face meetings.** Calls will be done by telephone and estimates/quotes will be emailed to customers.

We plan to continue to service our customers under this system until told otherwise by the State or CDC. Thank you all for your understanding and support during these difficult times. I hope you all remain healthy and safe.

Thank You,

L.P. Adams Co., Inc. Team