



To all of our customers and clients,

Over the past weeks we have been responding on a daily basis to the developing COVID-19 situation.

Our goals are simple

1. Your safety and well-being; To do everything within our power to ensure that our business interactions are as safe as possible for our teams at Ames, our suppliers, and you, our valued business partners. We are committed to do our part to prevent the spread of COVID-19.
2. To remain open so that everyone on our teams and yours can continue to work, as we continue to support you with industry-leading customer service to meet our commitment to help you keep your business strong and viable.

To achieve these goals, we are taking necessary precautions for everyone visiting our locations. We have increased sanitization efforts, we are enforcing physical distancing recommendations, and we are ensuring that anyone on our team who feels unwell stays home.

Prioritizing safety also means reducing the number of people at each of our locations. We have closed our Vancouver West 2nd showroom, and are operating our Burnaby, Calgary, Edmonton, and Winnipeg showrooms by appointment only.

We ask that you check our current business hours, as we have made temporary changes to accommodate this situation. Our latest location hours will always be available at www.amestile.com/locations.

Along with our current efforts to restrict traffic into our showrooms, we are also limiting traffic in our inside sales areas and need some help from you.

If you are coming into our branch to place an order, consider one of the following alternatives when possible.

1. **Website:** We are working to make our website a first-class destination for placing orders for all of your product needs. If you already order with us, let us know how we can improve our online ordering experience.

If you have an account but do not already order through our website, visit www.amestile.com/accountrequest and we will get you up and running.





- 2. Phone:** We are increasing the number of people that respond to the phones at all our locations, so that you can reach someone on our team more quickly.

To facilitate this effort, during busy periods it is possible you may reach someone at a different branch than the one you called. Everyone will be able to help you; if necessary, we can transfer you to the location you need to speak with.

- 3. Email:** Send your order details to your local branch, or simply attach your Purchase Order to your message. The more details you include in your email the faster we can have your order placed.

Burnaby	bbyorders@amestile.com	Calgary	cgyorders@amestile.com
Edmonton	edmorders@amestile.com	Winnipeg	wpgorders@amestile.com

- 4. Fax:** Please visit www.amestile.com/locations for the fax details for all of our locations.

However you choose to order with us, our commitment is that you will receive a confirmation within one hour of placing your order, during business hours. If payment is required, or if we have questions about shipping or delivery, we will contact you by email or phone.

If you are picking up an order, call us when you arrive, and we will come out to your vehicle with your order. You will never need to leave your car.

Burnaby	604.294.8453	Calgary	403.243.0434
Edmonton	780.483.8002	Winnipeg	204.633.9491

As a reminder, we are strictly following the Provincial and Federal physical distancing recommendations for anyone onsite at any of our locations.

In this new reality, we are exploring new ways of conducting business. As we implement new, and hopefully, safer ways to serve you, if we fail to meet your expectations in any way, please let us know immediately by emailing feedback@amestile.com, so that we can continue to improve as an organization and be a partner in your success.

Sincerely,

Andrew Ames, on behalf of the entire Ames Tile & Stone team

