



05/27/20

Dear Valued Customers,

Now that we're into Phase 1 of our state's re-opening, I am happy to say that we have re-opened our counter area and showroom to the public and are back to normal business hours. As excited as we are to see and talk to everyone again, we still need to comply with CDC, state and federal guidelines to make sure that everyone remains safe and healthy. Please review the following guidelines before your next visit to us:

- As mandated by the state, **face masks are required in public and in our store**. We do have some extra's that we would be happy to provide if you do not have one, just let us know when you come up to the counter.
- To ensure proper social distancing can be maintained, we are limiting the number of customers in our store at one time. **The current limit is 3, with the plan to increase to 5 when Phase 2 of the state's re-opening plan begins**. So that we can help all of our customers in a timely manner, if you are with a group, please only send in 1 person to make your purchases. This will allow other customers to come in and be helped. If the maximum number of customers at the counter area is met, please wait outside until someone leaves.
- While in the store, please make sure to **maintain 6 feet of distance** between you and other customers.
- **We will still offer curbside pick-up and delivery**. Please give us a call or e-mail to place your order and we will arrange for pick-up or delivery at that time.
- **Hand sanitizer is available as you walk in** – to reduce the spread of the virus, we ask that you use it before coming up to the counter
- Customers are not allowed in our office area – if you would like to speak to a specific salesman, please let someone at the counter know and they will ask the salesman to come out to meet you.
- While we know everyone is missing the best coffee on Cooper St., currently we are not able to offer it to our customers – we hope to bring this back soon.

Again, while we are glad our doors have re-opened, in order to stay this way, we do need our customers to comply with the above guidelines. This is to keep both you and our employees safe and healthy. If you have any questions, please don't hesitate to reach out.

Thank you,

Jim Knapp
President