

UPDATE TO OUR HALDIMAND & NIAGARA CUSTOMERS

EFFECTIVE TUESDAY MARCH 24, 2020

We feel it is important to update you on these recent changes we continue to implement, as well as the new daily routines and services we have added so we can assist our customers while ensuring our staff and community are safe during these challenging times:

TEMPORARY STORE HOURS changed to allow us added cleaning time and to be able to offer the appropriate amount of staffing.

Until further notice our store hours will be:

Monday – Friday 7:30 am – 6pm

Saturday 8:00am – 4:00pm

Sunday - closed

CASHIER AREAS

- Debit or credit payments are recommended to reduce contact touchpoints.
- Physical distancing restrictions are in effect.
- Plexiglas shields are being installed at all three cashier areas.
- Counters and service desks are wiped down and cashiers are hand-washing after each customer interaction.

CARTS and BASKETS

- Disinfection wipes will be available at each cart & basket area for customer use.

PUBLIC WASHROOMS

- Cleaning schedule remains as three times a day with special consideration to door handles, taps and all frequently used surfaces.
- Entrance doors will be kept propped open to reduce touch points.

WATER MACHINE STATION Cleaned and disinfected after each customer's fill up.

RETURN POLICY We are issuing notice of a temporary NO RETURN POLICY until further notice.

NEW TEMPORARY DELIVERY & CURBSIDE PICK UP SERVICE NOW AVAILABLE

- Delivery Orders and Curbside pick- up service can be made by phone.
- Delivery orders require advance payment by credit or charge account.
- Curb side orders also have the option of paying by debit at time of order pick up.
- Minimum purchase of \$25 for free delivery within our current market area, and out of town deliveries will be based on approval.
- All deliveries will be on porch or driveway drop off (ie. no in-house service).

We look forward to continuing to provide you the essentials you require to maintain your home or business. Be well and thank you for your loyalty.

Best Regards,

Bert Mulder, Ken Zantingh, Henry DeKlerk, Wes Zantingh, Nate Mulder.