



May 4, 2020 Update

The Government of Ontario has announced that, as of today, lawn care and landscaping companies may resume operations, following strict guidelines to prevent the spread of COVID-19. This is good news for our customers and our industry!

As a supplier to the landscape industry, we understand that we must continue to operate safely and responsibly to preserve the health and safety of our customers, staff and communities. Before visiting our yard, please be aware that the following procedures are in effect until further notice.

- **If you are sick, have traveled in the last 14 days or have been in close contact with someone who is sick or has recently traveled, please stay home.** Our staff are available and happy to assist you by telephone or email.
- **Hours of Operation:** We have resumed regular business hours - Monday to Friday, 7 am to 5 pm. All buildings remain closed to everyone except Select Stone employees.
- **Placing Orders:** All orders will be pulled by our yard staff. Please call or email your orders in advance so that we can have them ready for you. To ensure ample space for social distancing, our facilities are operating with a limited number of staff. We appreciate your patience as it may take us a little longer to fill your orders.
- **Pick-ups:** To limit the number of customers in the yard at any one time, the gates will remain closed. When you arrive to pick up your order, please call 905.335.4900 for access.
 - Please remain in your vehicle while your order is being loaded.
 - When loaded, pull to the side to secure your load.
 - Once secure, drive onto the scale and remain in your vehicle. We will process payment and send your receipt and paperwork electronically. Signatures are not required at this time.
- **Methods of Payment:** Only contact-free methods of payment are currently being accepted. You may pay for your purchase with Mastercard, Visa or debit (tap only). Customers with approved charge accounts that are current and within their credit limit may continue to purchase stone on account.
- **Deliveries:** Our trucks are on the road and available to deliver stone to your jobsite. Please respect the mandated 6 ft distance from our driver while on site. Paperwork will be emailed.
- **Returns:** Returns are not being accepted at this time.

We are monitoring the situation closely and will keep you informed if further changes become necessary. We realize this may not represent our usual level of service but these measures are necessary, not just to protect our employees and customers but their families and loved ones, their neighbors and communities, our incredible health care professionals and all other front-line workers making sure everyone has access to the essentials we need. They have our heartfelt gratitude and support.

We appreciate your understanding as we continue to look for ways to serve you safely and responsibly during this crisis.

Stay safe and be well!

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