

IMPORTANT UPDATE: Customer Product Pick-ups & Showroom

March 25, 2020

To Whom it May Concern,

In an effort to maintain customer and employee safety in accordance with social distancing requirements during the COVID-19 outbreak, the following policies are now in effect:

- All customers are asked to please contact our customer service desk at the local Brampton Brick / Oaks site to book an appointment time, 24 hours in advance of picking up product. Details regarding the product and quantities to be picked up, will allow our service desk to enter the order in advance and pre-stage the product for pick up to expedite your orders, and reduce close contact
- Upon arrival, you will be required to complete an on-site questionnaire regarding recent travel and COVID-19 symptoms (fever, cough or shortness of breath). Please be advised, that any visitors who have traveled out of the country and not conformed to the required 14-day government-policy, personal isolation period following, or any visitors showing any symptoms of the virus will be declined..
- No more than a maximum of 2 persons are to be at the counter at one time and must maintain a distance of 2 meters (6 ft) from one another. Please read the notice posted on the entranceway, and be respectful of our employees and other visitors who arrived before you.
- All showrooms are closed to the general public. Please visit our websites to view products and colours at: bramptonbrick.com or oakspavers.com.
- To limit personal contact and the sharing of pens or other devices:
 - We will not be accepting any payments in cash at our locations at this time. Debit or credit card only please.
 - We do not require you to sign documentation for receipt of product at this time.

As a reminder, our hours have temporarily changed as noted below.

Store/Customer Service Hours Monday to Friday

Brampton, Brockville, Cambridge, Hillsdale, Kingston:

7:00 a.m. to 4:00 p.m.

Note: *The Brampton showroom is closed to the public.*

Farmersburg:

- Office: 7:00 a.m. to 5:00 p.m.
- Shipping: 7:00 a.m. to 3:30 p.m for van loads & 7:00 a.m. to 4:00 p.m. for flatbed loads

Markham:

Standard: 8:00 a.m. to 4:00 p.m. UNTIL APRIL 1, 2020

Revised Hours: 7:00 a.m. to 4:00 p.m. AFTER APRIL 1, 2020

Outside Carriers:

Last loading time 3:00 p.m.

Note: *Boisbriand and Wixom facilities are closed in accordance with current government regulations.*

Brampton Brick will continue to monitor the COVID-19 situation, and will actively follow the guidance and safety recommendations of the Public Health Agency of Canada and the CDC.

On behalf of everyone at Brampton Brick Limited, thank you for your ongoing understanding during this time.

Please stay safe and know that we are still here for you if you need anything.

