

UPDATED HOURS: Effective June 1

May 27, 2020

To Whom it May Concern,

We are pleased to announce that effective Monday, June 1st, our customer service & shipping will be back to regular working hours from 7:00 a.m. to 5:00 p.m. Our full distribution and customer service hours of operation are noted below for your convenience.

Store/Customer Service Hours Monday to Friday

Boisbriand, Brampton, Brockville, Cambridge, Farmersburg, Hillsdale and Markham

7:00 a.m. to 5:00 p.m.

Brampton: Outside carriers last loading time 4:00 p.m.

Farmersburg: Outside carriers last loading time 3:30 p.m. for vans & 4:00 p.m. for flatbed loads

Wixom

• 7:00 a.m. to 4:00 p.m.

All showrooms remain closed to the public.

We would like to take this opportunity to remind you, our valued customer, just how thankful we are for your support of Brampton Brick. As you know, the environment in which we will continue to service you has changed and will continue to evolve as business becomes more active as we emerge from Covid-19.

With the safety of our valued employees, customers and the communities in which we live as our top priority, we take this opportunity to remind everyone of the following policies and procedures set in place to ensure the ongoing safety of all involved.

Most importantly, we are only accepting visitors onsite by appointment only. If you don't have an appointment you will be not allowed onsite.

- All customers must contact the customer service desk at your local Brampton Brick / Oaks site by phone, e-mail or fax to place an order and to book an appointment date for pick-up.
- To allow us to enter your order in advance and pre-stage the product for pick-up, at the time of order placement, you must:
 - Confirm the product, quantity and pick-up date required.
 - Contractors are to provide an e-mail and phone number so that we may contact you when your order is ready for pick-up.
- No credit card payments will be processed on-site.
- Cash-On-Delivery customers please be advised that a valid credit card number and all standard information must be provided at time of order. You must ensure that the address provided matches your credit card statement billing address. Accuracy allows the transaction can be processed smoothly.
- All orders must be validated for accuracy at time of pick up in order to reduce the need for product returns.
- Cash sales product returns that are necessary, **we require your original invoice**. All returns are subject to restocking fees and require approval in advance as per our original conditions of sale.

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- At time of pick-up or return, a Brampton Brick representative will greet you at the gate and provide directions.
- To our contractor customers who would like their homeowner to view our on-site outdoor displays and/or showroom for product selection: An appointment must be made in advance with your respective sales representative. In the meantime, full product offerings and inspired designs are just a click away, from the safety and convenience of your home at **BramptonBrick.com**.

As always, and for your increased convenience during this period, you can reach us by phone and by e-mail:

In Canada

BOISBRIAND Tel: 450.433.0300 / Fax: 450.433.4079

BROCKVILLE Tel: 613.342.9815 / Fax: 613.3606

BRAMPTON 1.800.GO.BRICK (462-7425) / masonryservice@bramptonbrick.com

CAMBRIDGE Tel: 519-622-1131 / jmohring@bramptonbrick.com

HILLSDALE Tel: 705.835.5600 / Fax: 705.835.3333 / cshillsdale@bramptonbrick.com

MARKHAM 1.800.709.OAKS (6257) / landscapeservice@oakspavers.com

In the USA

MASONRY 1.844.GO.BRICK (462-7425) / usamasonryservice@bramptonbrick.com

LANDSCAPE 1.800.876.OAKS (6257) / serviceusa@oakspavers.com

The safety of our customers, employees and communities continues to a top priority at Brampton Brick.

We will continue to monitor the COVID-19 situation and will actively follow the government regulations and the guidance and safety recommendations of the Public Health Agency of Canada and the CDC to help contain the spread of COVID-19.

On behalf of Everyone at Brampton Brick Limited,
Thank You for your ongoing understanding during this time and stay safe.