

Vrooman Carpet, Inc.

Dear Vrooman Dealer,

We hope this letter finds you well. Thank you for your support this year, especially during the Covid pandemic. We are so fortunate to have great customers like you to help us get through these difficult times.

We are looking forward to opening the showroom for your convenience. We plan to open Monday, May 18, 2020 by appointment only. As we prepare and put procedures in place, we want to remind everyone that the health and safety of our customers and employees come first. Below are the guidelines we have put together to make this process as smooth as possible.

Showroom operation

Guidelines for dealers in showroom (open from 7:00 am-9:00 am)

- 1) The showroom will be available for dealers only from 7:00 am-9:00 am.
- 2) Only 1 person per dealer (We will allow up to 2 dealers at a time.) Please limit the time in the showroom, we cannot allow another in until one leaves.
- 3) Please enter through the south parking lot door. When you arrive, we will let you in as space permits.
- 4) You must wear a mask. We do not have masks so please come prepared.
- 5) We will have hand sanitizer at the door. You will be asked to use it upon arrival.
- 6) Restrooms will not be available for use.
- 7) Bookkeeping will remain closed. Make sure to pay via credit card or check in advance or when picking up your order. Cash will not be accepted.

Guidelines for consumers in the showroom (open from 9:00 am-4:00 pm)

- 1) You must have an appointment. We will schedule 45-minute appointments starting on the hour. Please make sure to call or have your customer call to make an appointment. We will have 2-3 salespeople scheduled daily. If your customer has an entire house to redo, they can schedule an additional 45-minute slot. Please be respectful of the time allotted for your appointment. When your scheduled appointment is over, we will need to allow the next group in.
- 2) Please enter through the front doors in the north parking lot.
- 3) You must wear a mask. We do not have masks so please come prepared.
- 4) We will have hand sanitizer at the door. You will be asked to use it upon arrival.
- 5) Maximum of 2 people per party during the appointment.
- 6) No children under the age of 16 years old.
- 7) 9 x 9 samples will be available to check out. The display boards will not be allowed to check out.
- 8) Restrooms will not be available.

Warehouse operation

Our warehouse operations will remain the same except for a few minor changes.

- 1) Masks must be worn upon entering the building as well as using hand sanitizer.
- 2) Only semi-truck and delivery drivers will be allowed in the building as long as they wear a mask and use hand sanitizer.
- 3) The cutting floor will not be available, so please make sure to order your cuts at the time of placing your order.
- 4) Restrooms will not be available.

Please remember, good communication will help everything go smoothly. If you have questions, please feel free to contact us. Our number is 763-544-8791

Thank you,

Your friends at Vroomans