



CENTRAL VALLEY INDUSTRIES INC.
CABINET DOORS • HARDWARE • REFACING

Dear Valued Customers,

At Central Valley Industries Inc., our goal is to provide our customers with the level of service they have come to rely upon, while at the same time ensuring employee safety. Based on the guidance shared by the Public Health Agency of Canada regarding the Covid-19 virus outbreak, we have modified CVI's business operations. We believe the changes outlined below allow CVI to continue to provide the same level of service to support your business, while also enhancing employee safety.

As of today, March 18, 2020, we have implemented the following measures:

- Our showroom will be temporarily closed to the public, but our office will still remain fully operational, with staff available to answer phones, respond to inquiries, and take orders and payments at **604-850-2284 or 1-877-850-2284**.
- Orders can still be accepted through Tammy at [**orders@centralvalleyindustries.com**](mailto:orders@centralvalleyindustries.com).
- For non-credit accounts, only credit card payments will be available at this time, by phone only.
- Pickup orders are still accepted but will have to be pre-paid and will have a designated pick-up area at our warehouse.
- Due to the requirement to maintain social distance, all pick-up orders are required to be self-loaded.
- Orders will continue to ship as normal via local freight carriers.
- Sales representatives will not be making in-person customer visits but will be making and receiving calls to serve customer needs. Please contact **Michelle at (778) 347-5011** for any questions or inquiries over and above our main office.

We will continue to base our actions on recommendations from the Public Health Agency of Canada and relevant local authorities, always with the health and safety of our co-workers, customers and communities as our utmost priority. Necessary updates will be shared via email and our website.

We apologize for any inconvenience the above modifications to our normal business procedures may cause and appreciate your understanding. Thank you for your continued support.

Sincerely,

Robert Simensky
President
Central Valley Industries Inc.