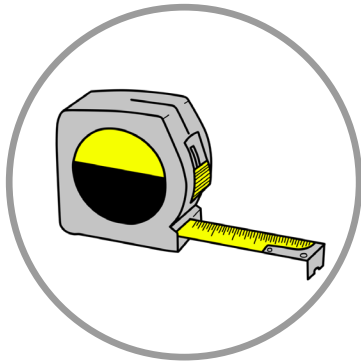


Amid COVID-19, we are taking the necessary precautions to ensure our staff and customers alike are safe. Our facility is open and in order to provide the safest environment for our customers and staff, we have implemented precautionary measures for our Installations and Showroom visitations.

## Our Installation Precautions



Measurements will be taken from the outside for the initial quote.



Our installers or sales team will call to schedule an install time and ask customers medical questions before each visit.



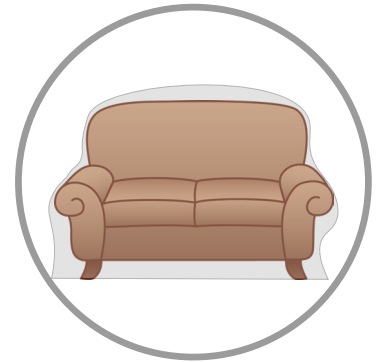
Installers will remain 2m from customer from arrival onward and only 1 installer will enter the home at a time.



Installers will wear disposable medical gloves and masks at all time.



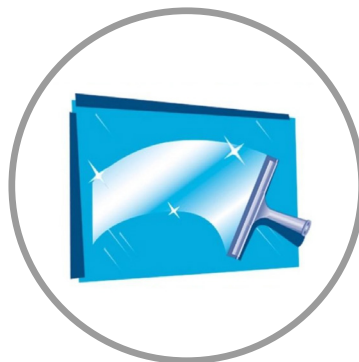
Installers may use caution tape to isolate work areas. Includes rooms and equipment.



Clear plastic will be used to cover heavy or fixed furniture.



Installers must leave the site to use a public washroom.



Window units will be thoroughly cleaned and disinfected before and after installation. This also applies to any home surfaces installers contact.



We are minimizing the number of installers on each project and all installers are vetted daily for illness symptoms.

While our staff take every precaution necessary, we need your help to make the installation as seamless as possible. Here's what you do.

## How You Can Help



Move any furniture and breakables away from work areas.



Please stay out of the room while work is being done.



Please have your own pen ready to sign documents.



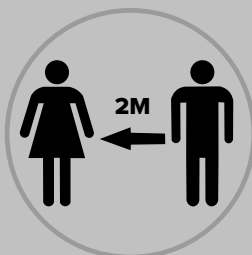
We will follow up with an email when the work is complete, please let us know how we did and any concerns.

## Showroom Guidelines

Our showroom is open and in order to provide the safest environment for our customers & staff, we are implementing the following safe practices.



Showroom is cleaned and disinfected regularly and after each customer visit.



Safe social distancing of 2m between staff and customers.



We are providing disposable medical gloves for customers to wear.



We ask customers to please remain home if you have traveled in the last 14 days or show symptoms of cough, fever, or difficulty breathing.