

To Our Valued Customers:

While the health and safety of our customers, employees and communities remains to be one of our highest priorities, **we are still here for you!** In efforts to flatten the curve, our stores have responded in accordance with state mandates.

**Sutton, MA Business Hours until May 18<sup>th</sup> (as per Gov. Baker)**

Retail store CLOSED to the public

Free No Contact Delivery is available on purchases greater than \$25 (within a 15 mile radius)

Curbside Pick-Up will be available the following hours;

**Monday – Friday      9am - 5pm**

**Saturday              9am – 4pm**

**Sunday                 10am – 2pm**

**Putnam, CT Business Hours until May 20<sup>th</sup> (as per Gov. Lamont)**

Retail store is CLOSED to the public

Free No Contact Delivery is available on purchases greater than \$25 (within a 15 mile radius)

Curbside Pick-Up will be available the following hours;

**Monday – Friday      10am – 6pm**

**Saturday              9am – 4pm**

**Sunday                 10am – 2pm**

**To Arrange a No-Contact Delivery or Curbside Pick-up:**

1. Call the store during curbside pick-up hours  
Sutton- 508-865-3657 Putnam- 860-928-0118

\*Please be patient with us as the phones and curbside pick-ups are keeping us very busy. As always if you're having a hard time reaching us via phone, and you are able to, please come to the store and we will take your curbside order here.

2. Place your order for chemicals. Please specify if you prefer No-Contact Delivery or Curbside Pick-up.

For No-Contact Delivery: Please provide us with your name, address & contact number. We will then set up a date to deliver your order. Payment for your order must be done with a credit card over the phone, as we are trying to uphold the CDC recommended social distancing practices.

\*We ask that homeowners provide us with an exact location to drop off their order. For example; in front of the garage door, front porch, or next to the filter system.

For Curbside Pick-Up: Provide us your name, contact number & description of your vehicle. Let us know which location (Sutton/Putnam) and the date/time you will be picking up your order. Payment for your order must be done with a credit card over the phone, as we are trying to uphold the CDC recommended social distancing practices.

## **Pool Openings, Service & Liner Changes:**

At this time, we are still able to provide on site services for our customers! For the health of our employees and our customers, we ask that the CDC recommended 6 ft social distancing precaution be upheld when our service technicians are at your home. If you are not comfortable speaking with them directly, you may call our Sutton office at 508-865-3657 and we can relay any comments/questions or concerns to the technicians.

Please appreciate that our service technicians will not be accepting cash or check payments. All service fees must be paid over the phone. We can email you a payment receipt for your records.

We are following the CDC recommended precautions necessary to ensure the safety and well-being of our employees and customers. Here are the steps we are taking in response to COVID-19;

### In-Store:

- Employees who are experiencing symptoms or have been in close contact with someone who has been exposed to the coronavirus/symptomatic, are asked to stay home.
- If team members are uncomfortable reporting to work, we are offering flexibility during this time to accommodate their needs.
- We regularly sanitize surfaces, including payment counters, door handles, and other frequent touchpoints.
- We have disposable gloves & masks available for all team members.
- We have implemented curbside pick-up at our stores to further allow for social distancing between our employees and the public.

### Field Service Technicians:

- Our technicians who are experiencing symptoms or have been in close contact with someone who has been exposed to the coronavirus/symptomatic, are asked to stay home.
- We have disposable gloves & masks available for all team members.
- Technicians are practicing 6 ft social distancing during interactions with our customers, including no handshakes.
- To ensure the safety of our employees and customers, all service fees must be paid for over the phone. We will not be accepting cash or check.

We are committed to supporting state and local mandates to prevent the spread of COVID-19 and we remain open to do our part in protecting public health. Water that is not properly maintained can serve as a breeding ground for potentially fatal viruses including E. coli, Malaria, West Nile and Zika. We are in a position to help keep our communities safe from these serious public health risks by providing essential products and services that maintain the safety and sanitization of homes and businesses. The health and safety of our customers, communities and employees remains our highest priority and we continue to take CDC recommended precautions necessary to ensure their safety and well-being.

As new information becomes available to us, we will keep you informed. In order to uphold state mandates and CDC recommendations, operations are subject to change as COVID-19 conditions change. We are committed to keeping our employees and customers safe & healthy, while providing services to keep you and your family enjoying your swimming pool in the months to come!

## **Stay Safe & Stay Healthy!**

## **The Staff at Heritage Pools**