



VIRGINIATILE

June 30, 2020

WE'RE READY

IOWA, WE ARE SO HAPPY TO SEE YOU!

Dear Virginia Tile Friends and Business Partners:

As we have previously communicated with you, we are taking all necessary virus-related precautions and adhering to all federal, state, and local regulations. While state and local orders can be restrictive, we have seen stay at home orders lifted and business restrictions are relaxing. What that means is **Virginia Tile is ready to welcome you back.**

Our Will Call counter is open with capacity protocols in place and curbside pickup service available. **Our showroom is open with advance appointments suggested**, and walk-in consultations available as capacity protocols will allow for safe social distancing.

All Virginia Tile employees are using appropriate PPE including wearing masks. We respectfully request that our guests wear a mask when visiting our locations.

DELIVERIES and PICK UP:

- Truck deliveries with safe social distancing and "touchless" transactions.
- **Our Des Moines Will Call is now open**
- We offer Curbside Pickup - call ahead to place your order **Drive up, Call, press 9**, we'll bring your order to you.

SHOWROOM:

- **Call (515) 224-1200** or email us at CustomerserviceDES@Virginiatile.com to schedule an appointment.
- We are still offering **Virtual Design Consultations**

SALES TEAM:

- Our Residential & Commercial Sales teams are ready to visit you, if you are ready for us.
- We are following CDC guidelines for PPE and social distancing. If you prefer, we still offer virtual appointments.
- Our Architectural & Design Sales team is working remote and offers virtual sales calls, product presentations and CEU seminars.

CUSTOMER SERVICE CALL CENTERS:

- Our Call Centers **STAND READY to TAKE YOUR ORDERS.**

SAMPLES:

- We continue to **SHIP SAMPLES DAILY** from our warehouses.

We thank you for your continued support. Our thoughts are with you and your families during this difficult time. Be assured that we will continue to provide you with the highest quality materials and most celebrated service experience in the industry.

If you are not already registered
Ask your Virginia Tile Sales Representative about

CONNECT24

You can do all this online 24/7

- Check Stock
- Download price lists
- Place online orders
- Check Order Status
- Retrieve invoice copies
- Make Payments
- Access our Specials List



VIRGINIATILE CURBSIDE

Call your local Virginia Tile branch and PRESS 9 for CURBSIDE pickup information.



E-MAIL OR CALL



CUSTOMER SERVICE WILL
CONTACT YOU



DRIVE TO YOUR BRANCH,
WE WILL DO THE REST.