



# KANSAS, 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.**

**The Will Call counters in our branch locations are open with capacity protocols in place** and curbside pickup service still available. **Our Lenexa showroom is open with limited advance appointments daily**, 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 our guests to wear a mask when visiting our locations.**

### SHOWROOM:

- We are scheduling a limited number of advance appointments daily and taking walk-in guests as capacity protocols allow.
- **Call (913) 541-9700** or email us at [ShowroomLEN@VirginiaTile.com](mailto:ShowroomLEN@VirginiaTile.com) to schedule an advance appointment or a virtual design consultation

### DELIVERIES and PICK UP:

- Truck deliveries with safe social distancing and "touchless" transactions.
- **Will Call counters are open** with capacity protocols in place
- We offer Curbside Pickup - call ahead to place your order **Drive up, Call, press 9**, we'll bring your order to you.

### CUSTOMER SERVICE CALL CENTERS:

- Our Call Centers **ARE READY to TAKE ORDERS.**
- Kansas City (913) 573-0600
  - [CustomerServiceKCS@VirginiaTile.com](mailto:CustomerServiceKCS@VirginiaTile.com)
- Wichita (316) 265-6653
  - [CustomerServiceWIC@VirginiaTile.com](mailto:CustomerServiceWIC@VirginiaTile.com)

### SAMPLES:

- We continue to **SHIP SAMPLES DAILY.**

### 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.

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

**Our online 24/7 business portal**

- 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.