



MICHIGAN, 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 is still available. **Our showrooms are open with limited advance appointments daily**, and walk-in consultations are available as capacity protocols 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.

SHOWROOMS:

- CALL or EMAIL today to schedule an advance appointment
- Walk-ins available, call ahead to check wait times

SHIPPING:

- Virginia Tile can ship ANY order from our Michigan locations.
- We will continue to offer the option of shipping your order direct to you from the manufacturer.

DELIVERIES:

- Transfers 3 times a week from our Livonia Hub.
- New schedule for deliveries from Livonia ensuring we can deliver to all areas weekly.
- Cut off times have changed for both transfers and deliveries, this may extend lead times for orders.
- Please contact Customer Service for more details.

PICKUPS:

- **Our Will Call counters are open with capacity protocols**
- 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 YOUR ORDERS.**

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 continue to be with you and your families during this difficult time. We're ready to provide you the highest quality materials and most celebrated service experience in the industry.

LIMITED SHOWROOM APPOINTMENTS DAILY

Walk-in consultations available as capacity protocols allow.

Farmington Hills	(248) 476-7850 FARshow@VirginiaTile.com
Grand Rapids	(616) 942-6200 GRAshowroom@VirginiaTile.com
Sterling Heights	(586) 254-4960 STeshowroom@VirginiaTile.com
Troy	(248) 649-4422 TROshowroom@VirginiaTile.com

If you are not already registered, ask your Virginia Tile Sales representative about

CONNECT24

Online Order Processing 24/7



VIRGINIATILE *CURBSIDE*

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

