

March 21, 2020

To our Virginia Tile friends and business partners,

We want to inform you what we are doing given the continuing spread of the Coronavirus (COVID-19) and the many changes we are all experiencing.

We want to assure you that we are taking all necessary virus-related precautions and adhering to all federal, state, and local regulations while also working very hard to continue to meet your business needs during this difficult time.

This letter explains very important information so you will understand how you can continue to do business with Virginia Tile. We urge you to carefully read this information.

With conditions constantly changing, we make decisions daily to ensure the health of our people and customers while balancing that with taking care of our customers' needs.

The information below is subject to change. It is likely that some of our locations may need to operate remotely or by appointment only, and/or delivery schedules may change.

For example, specific information regarding Illinois, Kansas City and St. Louis is provided below. Ohio has just made an announcement as we write this letter. We will study the announcement and update you as necessary.

Whatever happens we will strive to serve you as best we can, and we keep you advised. We are in this together.

What we are going through now will end. We all want to be stronger when business and society return to normal.

### **Showrooms**

The situation varies by location. Some are open and some are operating by appointment only. Some showrooms are closed but operating remotely (in this case our design specialists are still available to you remotely).

- We ask you to call ahead your showroom for the latest information on how we can best serve your needs.
- Showrooms which are open are taking the prescribed COVID-19 precautions. In addition, we will limit the number of guests at any one time. Our precautions for open Showrooms include, extra cleansing, social distancing and other protocols. We ask you to respect these safety protocols.
- Regretfully, our scheduled showroom events for our customers have been postponed. We will notify you regarding rescheduled dates.

### **Customer Service Call Centers**

Our Customer Service Team is operating and have now moved to remote operations.

- Our Call Centers can operate for all areas including those restricted by government regulations regarding shelter-in-place and other regulations.

### **Will Call Counters**

These are operating in some areas and not in others. We ask you to call ahead before coming to our Will Call Centers. Please see below the exceptions for Illinois, Kansas City and St. Louis.

- At all open Will Call Counters we are instituting safe practices.
- If you have not ordered and paid in advance, upon arrival you will be asked to call our Customer Service and place your order via your account or credit card. We will then prepare your order.
- Essentially, Will Call orders will be handled as warehouse pick up orders.

## **Pick-up Orders**

These orders may be picked up at our local warehouses and we will practice all virus safe protocols. We ask you to call ahead before coming to our warehouses.

- To reduce transaction time and maintain social distancing, we recommend ordering and paying with a credit card in advance.
- We will do our best to have your order staged for your arrival, and we will take measures to minimize personal contact during your interaction with our team.

## **Deliveries**

Deliveries will continue according to established delivery schedules and routes however these are subject to change and may vary by area. We will advise you of any changes.

- Our drivers are practicing safe social distancing.
- We will not accept cash payments or physically handle credit cards until further notice.
- Payment by credit card can be done on the phone or on Connect 24.

## **Connect 24**

We urge you to use this very efficient and easy way to do business with Virginia Tile  
On Connect 24 you can do the following:

- Check stock
- Download price lists
- Place online orders
- Check order status
- Retrieve invoice copies
- Make payments
- Access our Specials List

You can log in at [connect24.virginiatile.com](https://connect24.virginiatile.com)

- If you are not registered, contact a local Virginia Tile representative or our Customer Service.
- If registered and you have forgotten your Connect 24 login credentials, use the reminder link on the log in page by entering your email address and following the prompts.

## **Samples**

We will continue to ship samples daily from our warehouses, as well as from our supplier partners.

## **Our Sales Teams**

In most areas our Sales and A&D representatives will continue to call customers and will call in advance to be sure customers are accepting visitors. The exceptions are areas where shelter-at-home regulations are in effect.

### **Illinois, Kansas City and St. Louis**

The regulations in all three instances allow us to continue to do business but with certain restrictions.

All “public” activity has now ceased but we can continue to operate our warehouses, continue to receive shipments, and continue to deliver.

- Showrooms are closed to the public until further notice and as allowed per the regulations for that area. Our Showroom staff in these three areas are operating remotely to serve your design and tile selection needs.
- Will Call areas are operating per the regulations for that area. See Will Call section above.

Our Warehouses will continue to operate including delivery and pick up.

- Please call in advance before arriving to pick up an order.
- Please let your sales rep and/or customer service know whether you are receiving our deliveries.

Our Sales Team and A&D Team will shelter-at-home. They will work remotely to ensure we continue to serve our customers, present our products and services, and help in any way they can.

VTC employees who will work in these areas under restrictions will be issued a document explaining that they are doing work which is allowed within the scope of the applicable government regulation. This will be provided in the event a VTC employee is asked this question by any government authority.

### **Our Products:**

We have no inventory problems and our inventory is in excellent shape.

- We are in constant contact with our manufacturer partners. Our supply chain continues to be strong and unaffected by this health crisis.
- While manufacturing facilities in Europe and China have implemented temporary shutdowns and schedule changes, they have established heavy stockpiles of inventory in both domestic and overseas warehouses.
- If and only when necessary, we will utilize direct drop shipment for some of our orders as possible.
- We will inform you should we see a situation that will impact our ability to maintain service levels.

### **Handling Packages**

There is new information regarding the duration of virus life on various surfaces.

- We ask you to be aware of this new information as it becomes available. It can be found on the CDC website.
- We urge you to practice safe protocols handling packages which may include the use of gloves for handling items you believe present a risk to you.

### **International Shipments**

For anyone concerned about possible exposure to the virus from an international shipment, the World Health Organization has stated that it is safe to handle and receive packages from areas that have had virus outbreaks.

- For imports from countries with infection issues, be aware that ocean-going vessels are on the water for more than 30 days which exceeds the longevity of the virus on a dry flat surface such as packaging.

### **Other Precautions we are taking:**

- We are transitioning to remote work for many of our business functions.
- All domestic and international commercial air travel by our employees is suspended.
- Our employees are not allowed to engage in physical contact, including handshaking.
- Supplier tours for our customers at any supplier facilities have been suspended.
- We have suspended visits by our suppliers to Virginia Tile facilities.
- Our employees are not attending any local or national tradeshows, conferences, industry events.

### **How can you continue to communicate with us?**

- Our Sales Team can operate remotely and will continue to be accessible via cell phone or email.
- Contact our Customer Service department by phone or email.
- A list of our locations with contact information is included in this communication.
- Our B2B and Connect 24 websites are available 24/7 for access to your order information.

We are all faced with many challenges because of this ever-changing situation. Virginia Tile will continue to adapt to meet your business needs and safeguard you and your associates, as well as our own team members. We will keep you apprised of any changes as this situation evolves.

As a valued business partner, we thank you for your continued support. Our thoughts are with you and your family during this difficult time. Be assured that we will continue providing you with the highest quality materials and the most celebrated service experience in the industry.

God bless us all and good luck to you,

*Your friends and partners at Virginia Tile*

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## Virginia Tile Company Locations and Contact Information

LIVONIA, MI – CORPORATE OFFICE – 734-762-2400 / 888-224-0544

### ILLINOIS

**Downtown Chicago – Showroom Only**

312-380-5400

[cswooddale@virginiatile.com](mailto:cswooddale@virginiatile.com)

**Wood Dale – Showroom & Branch Warehouse**

630-595-0515 / 888-224-0540

[cswooddale@virginiatile.com](mailto:cswooddale@virginiatile.com)

### MINNESOTA

**Plymouth – Showroom & Branch Warehouse**

763-559-5531 / 800-359-8453

[customerserviceplm@virginiatile.com](mailto:customerserviceplm@virginiatile.com)

### MISSOURI

**Springfield – Branch Warehouse**

417-862-7272 / 800-774-9515

[customerservicespm@virginiatile.com](mailto:customerservicespm@virginiatile.com)

**Saint Louis – Branch Warehouse**

314-994-7100 / 800-392-2181

[customerservicestm@virginiatile.com](mailto:customerservicestm@virginiatile.com)

### IOWA

**Des Moines – Showroom & Branch Warehouse**

515-224-1200 / 800-767-4692

[chris.dahms@virginiatile.com](mailto:chris.dahms@virginiatile.com)

### KANSAS

**Kansas City – Branch Warehouse**

913-573-0600 / 800-366-5778

[customerservicekcs@virginiatile.com](mailto:customerservicekcs@virginiatile.com)

**Lenexa – Showroom Only**

913-541-9700 / 316-990-2197

[customerservicekcs@virginiatile.com](mailto:customerservicekcs@virginiatile.com)

**Wichita – Branch Warehouse**

316-265-6653 / 800-365-0344

[customerservicewic@virginiatile.com](mailto:customerservicewic@virginiatile.com)

### NEBRASKA

**Omaha – Showroom & Branch Warehouse**

402-331-0665 / 800-200-8453

[customerserviceoma@virginiatile.com](mailto:customerserviceoma@virginiatile.com)

### OHIO

**Cleveland – Branch Warehouse**

216-741-8400 / 800-454-6920

[cscleveland@virginiatile.com](mailto:cscleveland@virginiatile.com)

**Warrensville Heights – Showroom Only**

216-591-1660 ext. 2100

[cscleveland@virginiatile.com](mailto:cscleveland@virginiatile.com)

### MICHIGAN

**Farmington Hills – Showroom & Branch Warehouse**

248-476-7850 / 800-837-8453

[csfarmington@virginiatile.com](mailto:csfarmington@virginiatile.com)

**Grand Rapids – Showroom & Branch Warehouse**

616-942-6200 / 800-996-8453

[csgrandrapids@virginiatile.com](mailto:csgrandrapids@virginiatile.com)

**Sterling Heights – Showroom & Branch Warehouse**

586-254-4960 / 800-568-8453

[cssterling@virginiatile.com](mailto:cssterling@virginiatile.com)

**Troy – Showroom Only**

248-649-4422

[csfarmington@virginiatile.com](mailto:csfarmington@virginiatile.com)

### OKLAHOMA

**Oklahoma City – Branch Warehouse**

405-525-0041 / 800-942-3594 (Kansas City)

[CustomerServiceOKO@VirginiaTile.com](mailto:CustomerServiceOKO@VirginiaTile.com)

**Tulsa – Branch Warehouse**

918-461-0177 / 800-324-5036 (Kansas City)

[CustomerServiceOKT@VirginiaTile.com](mailto:CustomerServiceOKT@VirginiaTile.com)

### WISCONSIN

**Menomonee Falls – Showroom & Branch Warehouse**

262-781-2551

[customerservicemnf@virginiatile.com](mailto:customerservicemnf@virginiatile.com)