

Dear Valued Customers, Friends, and Family,

We at Location Carpet continue to be inspired by your strength and resilience in these difficult times. During this COVID-19 pandemic our commitment to you has not changed; it has only grown stronger. As we move forward together we are eager to continue to serve our community. As a family owned and operated business since 1953, we understand the trust you place in us and the need to take extra measures to protect your family, in the same way that we would protect our own families. We promise to deliver the same quality customer care, flooring experience, and professional flooring installations with some added safety measures. These safety measures are necessary to provide you, and our staff, with the best and safest experience we can offer. Our team will work tirelessly to ensure the services we provide are safe and up to your personal standards from the in-store experience, to the in-home measurements, and installation. We are ready to get back to helping you bring your beautiful flooring vision to life!

Here are our guidelines to safely serve our community.

In-Store Experience:

- We now welcome walk-in appointments at the Painesville location. However, priority will be given to appointments made in advance to ensure safe numbers of customers and staff in the showroom at one time. If you are dropping in as a walk-in please call from the parking lots to see if it is a safe time to come inside.
- In order to keep a safe number of people in the store at all times please keep your party to a maximum of two adults per appointment.
- No one is to enter the building exhibiting any symptoms of the virus.
- Staff and customers are asked to wear masks so we can maintain a clean safe space.
- Please maintain proper social distancing during the interaction in the store.
- Any flooring samples that are touched are to be left in the workspace to be properly sanitized.

Measurements:

- No one will enter the home exhibiting any symptoms of the virus, nor will we enter the home if any residents are exhibiting symptoms. Please advise us ASAP if anyone is sick in your home.
- We will wear masks in the home and -though not required - we request that the customer wears a mask as well.
- Please have all doors open in the areas that are being measured.
- The estimator will have no contact with your personal belongings so if things need to be moved please do so prior to their arrival.
- If they are measuring closets that closet must be cleaned out to the extent that they can accurately measure.
- As much as we love our customer interactions, we ask for proper social distancing in your home so we can ensure everyone's safety and get a proper assessment of the area.
- No one can be in the house other than the residents (unless it is for the purpose of letting us in).
- Pets must be kept in a separate area of the home.

Installation:

- No one will enter the home exhibiting any symptoms of the virus, nor will we enter the home if any residents are exhibiting symptoms. Please advise us ASAP if anyone is sick in your home.
- No one can be in the house other than the residents (unless for the purpose of letting us in).
- Pets must be kept in a separate area of the home.
- Installers will wear masks while they work and – though not required – we request that the customer wears a mask as well during all interactions with the install crew.
- Due to the nature of the work and safety concerns gloves and booties will not be worn during the installation.
- Installers will come in and go straight to the work area and no other areas of the house unless required.
- Please prepare and sanitize one bathroom close to the work area that only the installers will use during the duration of the job. If there is only one bathroom the installer and customer will ensure they sanitize after each use.
- Installers will carry sanitizer spray and wipe down, within reason, after they complete the job or at the end of the workday.
- Interaction is necessary at times during the installation, but social distancing is required, and we ask that you give the installers a safe space to work in when you are not needed.
- It is required that all items on the tops of furniture must be removed from the area.
- Floor must be cleared of all things that are not the furniture pieces that the installer is to move.
- Please clean, vacuum and/or mop, all floors being worked on prior to our arrival.
- In bedrooms, all bed covers must be stripped, and a clean sheet should be put on the bed if the bed is to be moved.
- Installers will no longer have the capability to take payment at completion of the job. Payment must be coordinated with the store.
- **Please note**, there are many factors on the job that cannot always be accounted for so installers will work with customers in a safe manner to ensure a high-quality job and safe environment.

Thank you for continuing to entrust your floors in our care. We greatly appreciate your business. Stay safe and know that we are in this together!

Sincerely,

The Schneider Family and Friends of Location Carpet Company