

Navigating COVID-19 Together:

Kitchen & Bath Classics and Wolseley Studio Update

Dear customers,

With the rapidly evolving COVID-19 situation in Canada, the health and safety of our customers, associates and communities remains our top priority. We are committed to serving you in the best way possible during this time.

At this time, our Kitchen & Bath Classics and Wolseley Studio **showrooms are open for business** under new protocols. To ensure social distancing, only showroom associates will have access to our showroom facilities across the country. While customers will be restricted from entering our locations, you will still be able to use convenient alternatives to place orders, and options are available for pick up and delivery. Appointments with our consultants will be available virtually, upon request.

The following measures have been put in place to ensure the safety of our associates and customers:

Virtual Consultations

- Virtual consultations can be booked via phone or email.
- Consultations and/or presentation of product offerings can be conducted via several video chat applications. Please contact your local showroom to discuss the options.

Picking Up Your Order

- Please call ahead; do not attempt to enter the showroom.
- Instructions for pick up and contact details will be posted on the door.
- Remain in your vehicle while associates place your items in the trunk.
- We have suspended our requirements for customer signature upon pick up.

Payments

We will not be taking any form of cash payments at this time. Please contact your showroom directly to discuss available payment options.

As always, you can find inspiration for your kitchen or bathroom on [Facebook](#) and [Instagram](#), and on our [website](#).

We are closely monitoring the situation and basing our decisions on the latest information and guidance set by the [Government of Canada](#) and [World Health Organization \(WHO\)](#). Thank you for your support as we navigate these uncharted times together.

For any questions, please contact us at customer.feedback@wolseleyinc.ca

Sincerely,

The Kitchen & Bath Classics and Wolseley Studio Team