

## Covid-19 Response

To each of our Friends, Neighbors & Loyal Clients,

As we continue to closely monitor the rapid developments regarding COVID-19 and in keeping with the latest announcements provided by Federal and State Governments, we have elected to make the following **temporary** changes to daily operations in order to protect both you and our staff.

### **Daily Operations:**

Since we provide essential household appliances such as refrigerators, cooking ranges and laundry machines we will remain open with some temporary changes. This is done to protect the community and our families from exposure to the virus while maintaining a commitment to your continued, safe access to our services.

1. Our **TEMPORARY SHOWROOM** hours: Until further notice they are Monday – Saturday 9:00AM – 6:00PM and Sunday 11:00AM to 5:00 PM

- Please be aware that we will **STRICTLY** adhere to social distancing guidelines in our showroom. All of our staff will be wearing **FACEMASKS** at all times, and we ask for you to do the same.

2. To minimize contact we have limited staff working during this time. If you call and do not get an answer immediately – we are here! We will return your call as quickly as possible or don't hesitate to call us back.

### **Delivery Operations:**

We have our own installers - local people who live in our community with their families. They are respectful of your family and your home and we intend to keep them and you safe. Since most items we provide will require delivery and installation we will continue this service. Our installers will wear facemasks at all times while in and around your home. You are welcome to request curbside pick-up or in-garage, in-box drop off. We will **NOT** use any outside contractor during this time unless approved by you, the client, first.

The number of deliveries each day will be limited. We will contact you the day before delivery and discuss details of your job including how we will work together to provide a safe interaction while in your home.

Roger's Appliances is truly a family owned business and that is always our commitment – to family and community. As families, neighbors and friends we will help each other get through this trying time. Together we can make a difference – let's stop the spread!

Please feel free to call or email us with any questions or concerns at (908) 782-1962 or [customerservice@rogersappliances.com](mailto:customerservice@rogersappliances.com)

Sincerely,  
The Roger's Appliances Family 5/17/2020