



## WHAT TO EXPECT IF YOU ARE A *TRADE* CUSTOMER

### Stay Home if Unwell

- Do not come to our location if you have recently travelled, are experiencing any cold or flu symptoms or if you have come into contact with someone who is ill.

### Placing an Order

- At this time, orders can only be placed during our regular business hours by phone or email. We are only offering curbside pick up or delivery and our main office is closed to all foot traffic.
  - In cases of inclement weather we will continue to be open 24 hours for salt sales. If we are operating outside of our regular hours, sales will continue to be processed from the store until our drive thru office is operational.
- Paperwork is provided by electronic means only. We can only accept credit card payment over the phone. If you need to pay by cash or debit during regular hours please call us to make an appointment with one of our team members and we will do our best to accommodate.
  - Please note that we can also accept debit cards for salt sales being processed outside of our regular business hours. No cash can be accepted at this time.
- When we are operating out of the store a maximum of 2 persons per household may enter the sales office at one time. Customers are to wait outside the office and access will be granted on a 1-in-1-out basis.
- The Health Department of Durham Region has enforced that masks or face coverings be worn when inside the building. Please ensure you bring a mask or face covering if you need to enter the main office/store.

### Placing an Order for Pick Up

- Ensure to receive the invoice number from the sales associate if the order is for pick up.
- We recommend that you place orders ahead of time. We ask for a minimum of 15 minutes notice for all pick up orders. This allows the sales department time to process the order and electronically send it to the yard department. The yard department may be able to prepare the order which will reduce the amount of time you or your worker is onsite.
- The yard associate will require the invoice number provided by the sales associate prior to allowing entry throughout the yard.
- All customers on site are to follow physical distancing guidelines, and maintain a safe distance of 2 metres (approximately 6.5 feet) from any other individuals.

- Stay in your vehicle at all times while being loaded, unless instructed to do otherwise by a yard associate. If you are asked to exit your vehicle, stand near the front at the hood.

### **Placing an Order for Delivery**

- Paperwork is provided by electronic means only.
- All deliveries are guaranteed to be curbside placement. If further placement instruction is given when placing the order, the truck driver will do their best; however, it is always up to the truck driver's discretion. The truck driver will not ring the doorbell or knock on the door.
- All deliveries are contact-free. We ask all individuals at a delivery site (i.e. homeowners, contractors, etc.) to remain inside the home or in the backyard while the truck driver completes the delivery. If communication with a truck driver is required, it must be completed by phone only.
- Truck drivers have been trained to maintain physical distancing from all other individuals and to return to their truck should an individual approach.

### **Payments**

- Amex, Mastercard, and Visa can be accepted for orders placed over the phone.
- We encourage trade customers to place a credit card on file (pre-authorized for future use) who would like company workers to also order under the account name.
- If you prefer to pay with cash or debit, make a lump sum payment on your account which can be applied to future purchases made over the phone.
  - Please contact us during our regular business hours to make an appointment to pay by cash or debit and we will do our best to accommodate.
- We encourage any customers who do not own a credit card to use prepaid credit cards (typically available at gas stations, grocery stores, pharmacies, etc.).
- All terms customers who want to continue payment of accounts using cheques must place the cheque in the small black mailbox (with the Arnts logo) located on the North side of the lower gate of the entrance way.
- For payment concerns or questions, please contact Accounts Manager, Troy Berezowski at 905-655-0601 ext 303 or [troy@arntstopsoil.com](mailto:troy@arntstopsoil.com).

### **Visiting Our Display Yard**

- Our display yard is open during our regular business hours, however this area is unstaffed. If you require assistance, please contact our main line and we will be happy to help you via phone.
- We ask that all individuals remain a minimum of 2 metres from all other individuals.
- Time in the display yard should be limited to 20 minutes per visit.

### **Brochures**

- We encourage you to refer to our website to access electronic brochures to browse products: <https://arnts.ca/download-brochures/>
- Hard copies are available onsite. If you would like to pre-order brochures, email [info@arnts.ca](mailto:info@arnts.ca) or call into the call centre. We will package them up for you!

### **Bag Your Own Area**

- The bag your own section has been reopened.
- We encourage customers to bring their own shovels.
- Customer must sanitize their hands before and after bagging their material at one of our sanitizer stations in the parking lot.
- Customers must wear a mask when bagging.

### **Returns of Product**

- We are now accepting returns!
- Returns are subject to a 25% restocking fee
- Returns of empty WonderTote and supersac bags are a \$5 in-store credit only (not eligible for a cash refund)
- Refunds are accepted for material if:
  - There is a corresponding invoice
  - Material is in its original condition or packaging
  - Specific sets of concrete or wall stones that were originally packaged in sets are returned in the proper sets
  - Material is returned within 90 days of purchase; however, due to the pandemic, we will accommodate and extend the date as necessary

### **Availability of Product**

- We are proud to continue securing material to contribute to the acres of inventory that we continue to stock.
- Please be advised, that many of our supplier manufacturing plants are experiencing delays due to COVID-19 as they have had to deal with plant closures, new safety and cleaning protocols and a reduced workforce. Therefore, there may be an increased wait time for product orders and a higher quantity of materials that are unavailable.
- We are committed to acquiring product orders as soon as possible. We will work diligently with our suppliers and communicate any delays or suspensions immediately.
- Contact us before you sign a contract for a quote with a customer to confirm product availability!

### **Clean Fill & Concrete Disposals**

- For all clean fill and concrete disposals, please proceed to the parking lot before contacting the office at 905-683-0887. One of our sales associates will process your order via phone.
  - Disposals cannot be processed until you are at our location.

While we are open, this is not business as usual. Our safety measures will continue to evolve. Please check our website for operation updates and for when we are able to resume regular business operations. Continue to connect with us via email, phone and social media outlets. It is important at this time that we collectively continue to follow all safety measures. On behalf of everyone at Arnts The Landscape Supplier Inc. we thank you for your continued understanding and patience during this time.

**We understand that fighting COVID-19 is a shared responsibility.  
We intend to do our part.**

*Last Updated January 13th, 2021*