



WHAT TO EXPECT IF YOU ARE A *RETAIL* CUSTOMER

Our main office is now open to foot traffic! Please note that due to the capacity restrictions set by the Durham Region Health Department we are **capped at a maximum occupancy of 27 customers**. As a result, **large groups may not be permitted to enter the store together**. We encourage customers to continue placing their orders by phone for immediate pickup wherever possible as the majority of our sales team is working remotely.

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

- Orders can be placed in store or over the phone. Pick up for orders placed over the phone can be done immediately after the call is completed, as there is virtually no turn around time required for processing orders. Call us from our parking lot, and drive around to pick up your order!
- Please note that the majority of our workforce is working remotely due to the pandemic, so wait times for service are generally much shorter on the phone in comparison to waiting to access the store in person.
- We can only accept credit card payment over the phone. If you need to pay by cash or debit you will have to complete your purchase in person with one of our sales associates inside our store.

Entering the Store

- The maximum occupancy for our store is **27 customers**.
- Customers are to line up along the side of the office and access will be granted on a 1-in-1-out basis.
- **In order to optimize the number of customers we can service on site, we may not be able to allow large groups to enter together.**
- Please ensure you know what you are looking to purchase prior to getting in line and limit your time spent in the store wherever possible.
- The Health Department of Durham Region has mandated that masks or face coverings must be worn when inside the building. Please ensure you bring a mask or face covering if you need to enter the main office/store.

Picking Up Your Order

- Ensure to receive the 6 or 7 digit invoice number from the sales associate if the order is for pick up. You will be required to provide this invoice number in order for the yard department to load your product.
- **Stay in your vehicle at all times while being loaded, unless instructed to do otherwise by a yard associate.** We ask that you wear a mask whenever possible, however if you must exit your vehicle for any reason you need to ensure you are wearing a mask or face covering.
- If it is your first time visiting our location, or you are unsure of where in the yard you should be going, please speak with our entrance associate located at the drive thru office at the top of the driveway. They can provide you with detailed instructions on where to pick up material in our yard.
- Once you arrive at the stop sign in our pick up area one of our yard associates will require your 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.

Placing an Order for Delivery

- Paperwork for delivery orders 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.

Visiting Our Display Yard

- Our display yard is open during our regular business hours.
- A maximum of 25 individuals are permitted to enter our outdoor display yard.
 - As a result, we ask that you limit your time spent in this area to a maximum of 20 minutes wherever possible, and reduce the number of individuals you bring with you to browse our available products.
- Masks are recommended when browsing the outdoor display area.
- This area will be staffed from 9:00am to 5:00pm Monday through Friday to answer any questions you may have. Please note that we do not have staff available to browse the aisles with you.
- We ask that all individuals follow physical distancing protocols by remaining a minimum of 6 feet away from one another at all times.

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 in the mailboxes in the display yard. If you would like to pre-order brochures, email 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 is currently open.
- We encourage customers to bring their own shovels.
- Customers must sanitize their hands before and after bagging their material at one of our sanitizer stations in the parking lot and wear a mask when bagging.

Returns of Product

- 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
- Please refer to the terms and conditions section on our website to review our complete return policy

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 moving forward.
- 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!

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 July 16th, 2021