



Dear Valued Customers – **COVID-19 UPDATE** – March 19th, 2020

We've continued to see the extraordinary impact of coronavirus **COVID-19** and how it is disrupting so much of our daily lives. All of us at Marcella Carpets are constantly reviewing the latest developments around the world, and we are working diligently to support our customers, staff, family and friends through this unprecedented time.

We want to share some additional measures that we are taking to demonstrate our commitment to the health and safety of our valued customers.

Effective as of March 19th through April 6th.

- Due to the spread of this highly contagious virus we have made the difficult decision to **close our showroom to the public**. This is to help do our part pertinent to the direction of Canadian health officials, and to comply with the important recommendation and need for social distancing.
- We have currently suspended all in home consultations, and retail installation services. Although we realize the disruption this may cause, we feel this is necessary to maintain the health and safety of both our customers, and staff.
- Although our showroom will not be open to the public, this does not mean we are shutting down. We will be working remotely should you require assistance, please call our office **519-885-2357** and follow the directions provided. You will be patched through to the direct line of one of our representatives. We can also be reached via email at **info@marcellacarpets.ca** or feel free to use the **FREE ESTIMATE** link on our website **www.marcellacarpets.ca**
- New home construction and commercial installation will continue until further notice.

As the impact of COVID-19 continues to evolve, please know we remain committed to providing you the exceptional experience and service you expect from Marcella Carpets.

Sincerely,

Team Marcella Carpets – Stay Safe!

