

To our valued customers,

For over 48 years, The Stove Store has committed itself to providing our customers with the highest level of customer service and support. We are taking extra precautions to help keep our customers, families, and the community safe.

The current situation we are all experiencing with COVID-19 has been of growing concern to everyone. Just like you, we are doing the best that we can in these uncertain times, while working to help protect the well-being of our customers and employees.

Like many other businesses, we have been taking further precautions, including enhanced cleaning in our showroom and office, offering hand sanitizers and wipes at workstations, limiting non-essential personnel into our offices and encouraging strong hygiene practices among our team members.

We have made a few temporary changes that will impact how we interact with our customers in response to the outbreak of COVID-19. We appreciate that by asking for our help and inviting us into your homes that you are putting your trust in us, and we are taking this very seriously.

If we are going into your home for a consultation, installation, or service, we will be taking the following precautions:

- Thoroughly washing and/or disinfecting our hands before and after we enter your home (we may ask for access to a sink, water and soap to wash our hands).
- We will refrain from shaking hands or any form of direct contact. We hope this is not interpreted as a sign of disrespect but a sign of how much we care about the well being of our staff and customers.
- Our staff will refrain from coming into work if they feel sick or are sick.

In return, we hope you will let us know in advance if:

- Anyone in your household is exhibiting cold or flu-like symptoms.
- You or someone in your household has recently travelled outside the country before your scheduled visit.
- Please also consider the above before visiting our showroom.

Our office and showroom will remain open and will we continue to provide emergency, installation, and support services to our customers. At this time, we have reduced our showroom hours to:

- Monday – Friday: 8:00 am – 4:00 pm
- Saturday: CLOSED
- Sunday: CLOSED

We also offer flexible payment options and would prefer e-transfer payments and credit cards by phone, over cash or cheques (although we'll still accept them).

If you have any questions or concerns, please feel free to contact us. Stay healthy everyone!

All the best,

THE STOVE STORE