



## CLASSIC HOME

Dear Valued Customer,

We have made several changes to our will call procedures to protect your health and safety and that of our employees. Pick ups are now by appointment only and must be scheduled with your account specialist or sales representative. After you place an order, our team will enter it into our system and send you an acknowledgement email. We will then contact you to set a pick up date.

Please note that your pick-up date will be at least two business days after date of acknowledgement. You can also schedule pick up when you place an order, but we still require, at minimum, a two-day processing time from date of acknowledgement.

Order processing time will vary, depending on order volume. Speak with your account specialist or sales representative for current lead times. We are running on a tight schedule and ask that you arrive promptly to your appointment so that we can give every customer proper care and attention. If you need to cancel or change a pick-up date, please give us 24 hour notice. **Our pick-up hours are Tuesday-Friday, 8am-2pm PST.** We thank you for your continued business and patience as we adapt to the new realities of COVID-19.

Thank you for your understanding and cooperation during this time.

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