



# ARACRUZ INTERNATIONAL GRANITE

**Dear Friends,**

**Here are some ACTIONS TO KEEP US SAFE:**

We apologize for any inconvenience we may cause. We are doing our best to stay operational while being safe and keeping our warm customer service.

- Our delivery and warehouse teams are not collecting signatures anymore. Expect us to:
  - Ask the name of person receiving /picking up materials
  - Ask for a verbal agreement of delivery or pick up and sign for you,
  - Take a picture of materials loaded/unloaded.
- In the same manner our sales and office team will have a verbal agreement for the customer, and sign the HOLDS and SALES ORDERS on their behalf.
- We are practicing Social Distancing as recommended by government authorities:
  - Recommended distance is 6 feet from anyone and refraining from physical contact.
- If you know you are coming to visit us, we appreciate a heads up phone call or text message to better accommodate you, as we are short staffed.
  - All our phones and cell phones are listed below.
  - We are working with a reduced Team, as we have requested for at risk, sick, and caregivers to work from home or self-isolate per government recommendations.
- If you are visiting us to pick up materials only, please help us reduce traffic in the showroom and warehouse:
  - We have a waiting area stocked up with goodies for you outside (See picture)
  - We will come and meet you there or at your vehicle.
- Our entrance on 23rd Avenue facing the freeway will be temporarily closed. Please use the entrance at 2310 W Sherman St so we can better assist everyone with our current staffing levels.

Thank you for being a loyal customer. If you have any concerns or questions regarding changes or impact that Covid-19 may have on your business, please do not hesitate to contact us by phone, email, or text. We will respond to your concerns to the best of our ability as soon as we are able to.

Once again, thank you for working through us during this uncertain time.

Aracruz Team.