

# COVID-19 Pickup Procedures Updates as of March 20, 2020

Dear Ranch House Doors Valued Customers,

Ranch House Doors, Inc is committed to keeping our facility open to service our customers during the unprecedented COVID-19 crisis. Please check back often for updates. In order to remain open at this time, we need to adhere to social distancing and proper cleanliness requirements in our facility.

The following steps are being taken to ensure the safety of our environment for both our Staff and Customers:

- Please place all orders via phone, email, or fax.
- ALL COD orders are to be paid in advance via credit or debit card. If paying by cash or check, please drop off in a designated location to adhere to the social distancing requirements.
- Please call 24 hours in advance to ensure the order is able to be picked up as scheduled to avoid overlapping pickups with other customers.
- All pickup orders will be loaded on your vehicle either curbside or at the dock. Please remain in your vehicle during the loading process to observe social distancing.
- Customer access to the warehouse, offices, and restrooms is prohibited at this time. We apologize for the inconvenience.
- If you are sick or experiencing COVID-19 symptoms, please do not pick up orders.
- For delivery customers, our drivers will remain in their vehicles. Should our driver need to leave the delivery vehicle, the driver will adhere to strict social distancing requirements.

Thank you for your understanding during this time. Please do not hesitate to contact our office (951-278-2884) for any information and/or updates.

## Sales

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## Scheduling

Akemi Asamura - [akemi@ranchhousedoors.com](mailto:akemi@ranchhousedoors.com)

## Customer Service

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Sincerely,  
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