



# INDIANA, WE ARE SO HAPPY TO SEE YOU!

Dear Virginia Tile Friends and Business Partners:

As we have previously communicated with you, we are taking all necessary virus-related precautions and adhering to all federal, state, and local regulations. While state and local orders can be restrictive, we have seen stay at home orders lifted and business restrictions are relaxing. What that means is **Virginia Tile is ready to welcome you back.**

**Our sales teams are back out in the field and ready to visit you**, if you are ready for us. We are prepared to adjust to any changes in business conditions due to state directives. All Virginia Tile employees are using appropriate PPE including wearing masks. We respectfully request that our guests wear a mask when visiting our locations.

The Will Call counters at our branch locations in Grand Rapids, MI and Wood Dale, IL are open with capacity protocols in place and curbside pickup service still available. Our showrooms in MI and IL are open with limited advance appointments daily, and walk-in consultations available as capacity protocols will allow for safe social distancing.

### DELIVERIES:

- We continue our truck deliveries with safe social distancing and **"touchless" transactions.**

### SHOWROOMS:

- We are offering **Virtual Design Consultations** for our Indiana customers with our Grand Rapids, MI team of Design Consultants.
- Call **(616) 942-6200** or email us at [GRAShowroom@VirginiaTile.com](mailto:GRAShowroom@VirginiaTile.com) to schedule a consultation.

### CUSTOMER SERVICE CALL CENTERS:

- Our Call Centers **ARE READY to TAKE ORDERS.**
- Streamline your order placement, tracking and payment process online, ask a Virginia Tile Sales Representative how to register for **CONNECT 24**, our customer exclusive business portal.

### SAMPLES:

We continue to **SHIP SAMPLES DAILY.**

### SALES TEAM:

- Our Residential & Commercial Sales teams are ready to visit you, if you are ready for us. We are following CDC guidelines for PPE and social distancing. If you prefer, we still offer virtual appointments.
- Our Architectural & Design Sales team is working remote and offers virtual sales calls, product presentations and CEU seminars.

Our thoughts are with you and your families during this difficult time. Be assured that we will continue to provide you with the highest quality materials and most celebrated service experience in the industry. Thank you for your continued support.

Ask your Virginia Tile Sales Representative  
about

## CONNECT24

If you are not already registered  
**You can do all this online 24/7**

- Check Stock
- Download price lists
- Place online orders
- Check Order Status
- Retrieve invoice copies
- Make Payments
- Access our Specials List