



June 30, 2020

To Our Valued Customers







As a valued customer of Virginia Tile, we want you to be aware of what we are doing in this time of change. Our first priority is the health and safety of our customers and our employees, while continuing to meet your needs.

Shown below is an update to our actions to keep you and us safe and to serve you and your business.

- All VTC locations and departments operate within all applicable state and regional orders
- Our sales team, equipped with proper PPE, is available to visit you if you are allowing visitors
- **Our Showrooms are open and scheduling a limited number of advance appointments daily**, with walk in consultations available as capacity protocols will allow for safe social distancing
- **The Will Call counters in our branch locations are open**, with capacity protocols and curbside service available at your request
- Virtual appointments are available with our sales teams and showroom designers at your request
- **Our Customer Service team is back in the office** operating normally with some working remotely
- Our inventory is in great shape and ready for your order
- Our sample operations are functioning as normal
- Our delivery operations are functioning as normal with some adjustments to fit order volatility
- We encourage you to sign up for CONNECT24, our online way to serve you 24/7
- Our VTC COVID-19 plan, policies, and protocol meet or exceed all state health requirements
- Our protocols are intended to keep your people safe, so we ask you to respect our protocols
- **Our protocols include the following:**
 - Use of Personal Protection Equipment (PPE) by employees and guests
 - **Employees wear masks for your protection, we respectfully request our guests do so as well**
 - Daily mandatory employee health screening including temperature
 - Frequent cleaning and disinfecting of surfaces during work shifts
 - We continue to practice social distancing
 - We removed or minimized any necessary physical contact with guests
 - Employees cannot come to work if sick or have been exposed to the virus
 - Employees exposed or sick must be symptom free for 72 hours and/or observe the prescribed quarantine period of fourteen days before returning to work
 - All International air travel and domestic travel to hot spots is prohibited

This is a fluid situation, we anticipate that some protocols may need to change in the future, we will keep you up to date as we move forward. Thank you for your continued support, we stand ready to continue providing you with the highest quality materials and the best service in the industry.

Please see our list of locations and contact information, call ahead for possible wait times or for curbside service.

Follow us on our Social Media platforms for product news and information.        Woodworking

We are Virginia Tile Company and we are here for our customers.

Mark Lemmeyer
Residential Sales Leader
(616) 262-1107

Ric Relopez
Commercial Sales Leader
(612) 361-5973

Randy Burton
General Manager, Woodworking
(816) 805-1855



VIRGINIATILE

BRINGING DESIGN TO THE SURFACE SINCE 1928

	Warehouse	WILL CALL Curbside Pickup available, call in your order before arriving	SHOWROOM Walk-ins call ahead for possible wait times
ILLINOIS Downtown Chicago - Showroom Only 312-380-5400 cswooddale@virginiatile.com	n/a	n/a	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Wood Dale 630-595-0515 CSwooddale@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
INDIANA Serviced by our Grand Rapids, MI branch 800-996-8453 CSindiana@virginiatile.com	n/a	n/a	n/a
IOWA Des Moines / Clive 515-224-1200 CustomerServiceDES@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
KANSAS Kansas City 913-573-0600 CustomerServiceKCS@virginiatile.com	Open	Open Curbside Pickup Available	n/a
Lenexa - Showroom Only 913-541-9700 CustomerServiceKCS@virginiatile.com	n/a	n/a	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Wichita 316-265-6653 CustomerServiceWIC@virginiatile.com	Open	Open Curbside Pickup Available	n/a
MICHIGAN Farmington Hills 248-476-7850 CSfarmington@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Grand Rapids 616-942-6200 CSgrandrapids@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Livonia - Corporate Headquarters 734-762-2400	Open	n/a	n/a
Sterling Heights 586-254-4960 CSsterling@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Troy - Showroom Only 248-649-4422 TROshowroom@virginiatile.com	n/a	n/a	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow



VIRGINIATILE

BRINGING DESIGN TO THE SURFACE SINCE 1928

	Warehouse	WILL CALL Curbside Pickup available, call in your order before arriving	SHOWROOM Walk-ins call ahead for possible wait times
MINNESOTA Plymouth 763-559-5531 CustomerServicePLM@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
MISSOURI St. Louis 314-994-7100 CustomerServiceSTM@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Springfield 417-862-7272 CustomerServiceSPM@virginiatile.com	Open	Open Curbside Pickup Available	n/a
NEBRASKA Omaha 402-331-0665 CustomerServiceOMA@virginiatile.com	Closed	By Appointment Friday from 11AM-2PM	By Appointment Friday from 11AM-2PM
OHIO Cleveland 216-741-8400 CSleveland@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
Warrensville Heights - Showroom Only 216-591-1660 WHTshowroom@virginiatile.com	n/a	n/a	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow
OKLAHOMA Oklahoma City 405-232-7141 CustomerServiceOKO@virginiatile.com	Open	Open Curbside Pickup Available	n/a
Tulsa 918-461-0177 CustomerServiceOKT@virginiatile.com	Open	Open Curbside Pickup Available	n/a
WISCONSIN Menomonee Falls 262-781-2551 CustomerServiceMNF@virginiatile.com	Open	Open Curbside Pickup Available	Advance Appointments Suggested Walk-ins serviced as capacity protocols allow