



To our friends and valued customers:

Your support over the last few months has been incredible. We are excited to announce the re-opening of our **Omaha, NE location on Monday, July 20<sup>th</sup>!**

We are re-opening ahead of schedule to provide you with the level of service you have come to expect from Virginia Tile, even during this very difficult time. We have optimized our inventory of tile products to capitalize on local availability with access to our extensive inventory in our Kansas City distribution center.

Our deep inventory of Schluter products, with a wide variety of SKUs available in Omaha, can supply your project on time, and competitively priced, with quality materials you can trust.

We will resume regular showroom and will-call hours with the following safety protocols in place to protect our customers and our team members.

- Will Call orders can be picked up Monday – Friday from 7:30 a.m. to 4:30 p.m.
- Curbside Service is available – simply call in your order, drive up to our order pickup area, call Customer Service, press 9 and we will bring your order to you
- Our Showroom will take advance appointments and service walk-in customers as capacity and safety protocols allow from 8:00 a.m. to 4:30 p.m.
- If you prefer, we are offering scheduled virtual design consultations with our Showroom staff

**Our safety protocols including the following:**

- A brief health screening is required for all employees and showroom guests
- All employees and guests are required to wear masks in our facilities
- Safe social distancing is always maintained per CDC guidelines (6 feet)
- All counters, consultation desks and common areas are sanitized regularly with hand sanitizer available in all areas
- We have minimized physical interaction as much as possible, we encourage our customers to use Connect24 – our 24/7 online ordering and payment portal, ask about it if you are not already registered
- Our employees cannot come to work if sick or exposed to the virus, travel is prohibited internationally or to predetermined virus hot spots
- Any employee exposed must quarantine for 14 days, or if sick be symptom free for 72 hours before returning to work

Thank you again Nebraska for your continued support, we are stronger together.

We can't wait to see you.

Sincerely,

*Brent Castillo*

Brent Castillo, Regional Sales Manager – Residential

*Jessica Bissa*

Jessica Bissa, National Showroom Manager

*Chris Dahms*

Chris Dahms, Regional Sales Manager - Commercial

*Mark Payton*

Mark Payton, Regional Operations Manager