

Notice To All Our Customers

Our priority is the health and safety of our customers, staff and community. With the continuing challenges that COVID-19 brings and the ongoing efforts to reduce the spread, we wanted to assure you that we are taking every measure to ensure you can feel comfortable to invite us into your home or to visit our showroom.

Since the onset of COVID-19, we have been following the guidelines and recommendations from the CDC and WHO, as well as Federal, State and local government agencies. As part of this, we are committed to taking care of our team by ensuring they have the information, training and tools they need to stay healthy or to stay home if they aren't feeling well.

What you can expect for your Service Appointment:

- The day before your appointment, you will receive a call from our Customer Team to ensure everyone in the home is healthy for our visit
- When the technician arrives, they will avoid shaking hands with the customers for the time being and instead greet you with a friendly hello!
- The technician will have washed and sanitized their hands before entering the customer home and will be wearing a face covering
- During the visit the technician will maintain one-on-one social distancing
- If you require any additional measures, please don't hesitate to ask when confirming the appointment

What you can expect for your Showroom Visit:

- If you have a design appointment, we will call you the day before to ensure everyone in the home is healthy for your visit
- We welcome you to visit without an appointment, but we ask that you ensure you are healthy and if feeling unwell, re-schedule your visit to a later date when you are feeling better
- When you arrive, we request that you wear a face covering during your visit (if you don't have one, we would be happy to provide one)
- You will be greeted with a friendly hello, but we will avoid shaking hands for the time being and observe social distancing
- All our Design Consultants are regularly washing and sanitizing their hands as well as sterilizing the showroom, surfaces and products
- If you require any additional measures, please don't hesitate to ask when confirming the appointment

We are focused on practices that help to keep you, our employees and our communities safe in these difficult times. We want to reassure you that we are still here for you and that you can still have the confidence in our services when you need them. If you have any questions at all, please reach out to our experienced team on (941) 625-9981 who will help to provide you with the support you need. Thank you for your understanding and support.

