



A letter to our customers,

On March 23, 2020 the Ontario government ordered the shutdown of all non-essential business. To do our part as a responsible member of our business community, the PartsWerx warehouse, which includes shipping and receiving, will be shut down at the end of day on Tuesday March 24, 2020. The closure will remain in place until the government changes the order, or until the Pool Council indicates that our industry is essential.

We understand that the timing of this mandate is during the preparation of our busy season, and to help continue to prepare, our office will remain open. Our sales and customer service team will be working from home to help support your business and will be available to answer any questions you have. Below is a directory with the best way to contact our office team. Over the past two months, our office and warehouse team has been working hard to develop and innovate exciting new business practices. The goal has been to keep our employees and customers safe, but also implement continuous business tools.

- 1. Tailored Programs.** We introduced our *NEW* Personal Pickup Program, giving you more flexibility in how you want to receive your orders. This new program has allowed pickup customers to pickup their orders from a locked container outside of the office. To learn more, see link to the video below.
- 2. Customer Focused.** Our team is actively working to keep our business and warehouse open, keeping in mind, that we had have already made changes to ensure a safe workplace. We will continue to assess this situation daily, and we look forward to reopening as soon as possible.
- 3. Expert Support.** We encourage dealers to communicate with our office team, we understand the needs of retailers, service technicians and builders. We're ready for a busy 2020 season, and the best way to get there is to connect, practice compassion, ask for help, offer help and take this time to create new tools for our industry.

We will continue to monitor this situation closely and will provide ongoing business updates as things change and evolve. For further information and details on industry news and Ontario closures, we recommend referring to The Pool Council communications and Ontario.ca site frequently:

Our team strives to be efficient and adaptive to these changes. Please know that we are in this together.

PartsWerx Office