



## Covid-19 Appliance Delivery Process Change

Dear clients,

As the COVID-19 situation continues to evolve across the country, Lowe's Canada has made a decision to stop **White Gloves Delivery Services** starting Wednesday March 25<sup>th</sup>, 2020. This decision has been made for the safety of our customers and our delivery teams which is of the utmost importance to us.

The delivery of your appliances will still occur on the promised delivery date, but the products will no longer be brought to their final placement and/or installed by our delivery team. If you wish to delay the delivery, a new date can be set up thru the appliance central at RONA 1-855-766-2123 / RÉNO-DÉPÔT 1-844-736-6911.

We are committed to serving our customers and our communities during these challenging times. We thank you for your understanding. Stay safe.

### F.A.Q.

#### **Where will you leave my appliances?**

Your appliances will be deposit at first available covered area. This means across the door threshold to inside of first room inside the home or to garage where available (whichever is first covered area).

#### **Can I get my appliance installed at a later date?**

No installations or actual final placements of appliance or washers/dryers/fridge connections etc. will be done at delivery. We will not return to install appliances at a later date.

#### **What if I live in an apartment or condo?**

Condo/apartment deliveries will be taken to just inside door of actual condo/apartment unit.

#### **Can you pick up my old appliances?**

No pickup of used appliances or products from people's homes. We will not return to pick up appliances at a later date.

#### **What if I need to exchange/return a product?**

We will still do exchanges/returns where required. Ideally product is available to pick up just inside door where possible. Customer to wipe down unit with Lysol wipes while driver is present during delivery process.

#### **What about Proof of delivery?**

Drivers will take pictures of products after delivered to the first available area and will remove any packaging for appliances as per normal

Drivers will not have customers sign paper or electronically and will instead type in customers name electronically in signature section in driver app or will handwrite customers name on invoice.