

COVID-19 Service Request Protocol

As we continue our efforts in responding to COVID-19, the safety and wellbeing of our customers, employees, and partners is always our top priority. We are closely monitoring the guidance of the World Health Organization (WHO) and the Centers for Disease Control (CDC) regarding the Coronavirus (COVID-19). Our goal is to meet our employees, clients, and customers' needs while doing our part to take proactive measures to help keep everyone safe.

Before scheduling any type of **NEW** delivery service to enter a location, we request that you ask your client the following: **Has anyone that you are requesting service for and plans to occupy the home or meet us at the delivery location been exposed to COVID-19?**

- *If the answer is No we will proceed with your scheduled service following our current operating procedures.*
- *If the answer is YES we are currently offering the following solutions:*

ALL COVID-19 Exposure:

- In the event the exposed party is unable to leave the premises, we will require contactless service whereby furniture will be placed inside first cover of the premises for retrieval (i.e. inside a garage, lobby, alcove, or immediately inside the front door – whichever is most practical and safest).

Before scheduling any type of post rental transaction, or pickup to enter a location, we request that you ask your client the following:

Has anyone that you are requesting service for and plans to occupy the home or meet us at the delivery location been exposed to COVID-19?

- *If the answer is No we will proceed with your scheduled service following our current operating procedures.*
- *If the answer is YES we are currently offering the following solutions:*

ALL COVID-19 Exposure:

- There will be a 3 day undisturbed furniture quarantine request for servicing or pickup and request that the exposed party not be present during time of service. In the event the exposed party is unable to leave the premises, we will require contactless service whereby furniture will be placed inside first cover of the premises for retrieval (i.e. inside a garage, lobby, alcove, or immediately inside the front door – whichever is most practical and safest). Exchanges we prefer it be left undisturbed. On pickups we prefer 3 days after your client has moved out.

We appreciate you and our partnership and thank you for helping us in providing the best possible solutions for your clients. Our goal is to limit our exposure and try to ensure a safe environment for all concerned.