

GUY'S FARM and YARD

March 20, 2020

Guy's Farm and Yard – Customers:

We will continue to remain open, under a different model.

We have carefully evaluated the circumstances surrounding COVID-19 and its effect on our business, community, and country. After much consideration, we feel that at this time, effective Saturday, March 21, 2020, it is necessary for us to close our show-rooms to the public. For anyone who knows Sam, you can imagine how painful this decision was. We feel it is our duty as community members, and citizens to take all of the precautions necessary to ensure the health and well-being of our staff, as well as the general public.

We also know that the products that we offer, and services that we provide are essential to animal welfare and that you rely on us to keep your pets, and animals alive and healthy. **We will remain OPEN during this time.** The following will be an overview of how the process of conducting business will work until further notice.

We will continue to employ our entire staff at this time and they will all continue to work, providing it is safe to do so and get paid. Our distributors are continuing to operate un-interrupted and are not forecasting issues with delivering products to us at this time.

Our staff will be in store to serve you as they always are, however, our doors will be closed.

We will ask that you call, or email us with the items that you would like to purchase, and charge your purchase via credit/debit card over the phone. Our staff will be available to pick your orders. We will prepare your orders with a copy of the receipt, and either load them into your vehicle for you, or place them in a designated pick up area at each location if you'd prefer to avoid human contact. A list of contact methods for each Guy's location is listed below:

Contacts:

Location	Phone	E-mail
Morrisville	802-888-2025	morrisvilleorders@guysfarmandyard.com
Williston	802-878-5112	willistonorders@guysfarmandyard.com
Montpelier	802-229-0567	montpelierorders@guysfarmandyard.com
St. Albans	802-524-9255	stalbandsorders@guysfarmandyard.com

To ensure that emailed orders are received, please only send them to the following addresses, not any other @guysfarmandyard.com e-mail addresses that you might have previously had correspondence with.

We will be answering the phones, and checking emails constantly throughout the business day. By notifying us ahead of time, we should be able to have your order ready for you at the time of your arrival, but you can also call us from our parking lot. Please know that should you choose to call from the parking lot, we will fulfill your order as quickly as we can, but we will fill them in the order that we receive them.

What to expect for pick up:

- We will explain to you where the designated pick-up area is, depending on your pick-up location.
- We will either give you an expected time your order will be ready, or contact you to let you know that it is ready and waiting.
- Your order will be labeled with your name and a receipt will be attached

Delivery:

We will continue our normal delivery service; any account that receives normal deliveries from us will remain on normal schedules.

We are also evaluating the logistics of home delivery for local, smaller deliveries. More details will be available as they become clear, however, please feel free to inquire about local home delivery if that is something that you are interested in. Local store managers can assist you with those inquiries.

Shop online, pick up in-store:

We were also in the process of activating a “Purchase Online, Pick up in Store” shopping platform. We will be accelerating this process and hope to have it available as a link on our website early next week. The catalog will consist primarily of pet food to begin with. Look for more information on that, or check our website and it will be there when it becomes available. This will allow you to shop for products on our website, pay online, and then pick them up at one of our four locations when it’s convenient for you.

Other Questions:

- Please practice “social distancing” with our staff.
- Please refrain from shaking hands, or hugging our staff.
- Should you get to the store and not have a phone or are unaware of these new procedures, please flag a staff member down and we will gladly take your order from your vehicle.
- We are forgoing signatures on credit card slips in an effort to reduce the spread of bacteria on pens and paper.
- We would prefer that you pay only with credit cards, cash or checks will only be accepted at the discretion of the manager at each location dependent upon circumstance.
- Should you have an important reason to enter the store, please communicate that with the store’s manager and we *may* allow it on a case by case basis.
- We have access to your customer sales history records, so our staff can look up items that you’ve previously bought in an effort to help determine the products that you need.
- We as always will not store or save any credit card information, and any information written down will be immediately shredded upon card approval.

- We will leave text communications at the discretion of staff out of respect for their privacy. We do not provide company cell phones, however, if an employee is willing and you'd prefer texting, we will allow our staff to communicate in that manner

We realize that this temporary procedure change may be an inconvenience to you, but please know that we greatly value your business and want to do everything that we can to make this easy for you. Please remember that this process is new to our staff, we are confident they will make it work as well as possible. We ask for your patience and gratitude as those members working the counters have been willing to put themselves at risk the past week to help meet your needs.

We hope that you can understand and appreciate this tough decision. The safety of the public, our staff and all of their families has to be the number one priority. We are confident that for this short time we can provide you with all of the services that you need in this adjusted manner.

If you have questions or concerns about this policy, please feel free to reach out.

Thank you for your business and understanding,



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