



March 24, 2020

To Our Valued Customers,

As everyone is aware, The United States, as well as the world, is currently dealing with a serious health threat right now known as COVID-19 or the Coronavirus. The US, as well as our local officials have declared a state of emergency.

We are unsure how this viral threat will ultimately play out. However, we are taking this matter seriously and we intend to be proactive in our efforts to minimize the spread of the disease and to protect our most valued asset – our employees and customers. Our goal is to continue to provide our customers with the level of service you need during this time and continue to provide our employees with work. At the same time, we must balance business continuity with safety for our employees and your employees by minimizing contact with each other. We are going to continue to operate as usual with a few changes. These changes are:

- Our outside salesmen will be calling on you and your jobsites but will suspend in home meetings and will maintain safe distance from your employees and contractors.
- The Millwork showroom at our facility on Metro Drive will be by appointment only. You can schedule this with your salesman or call the door shop at 662-874-8307 and ask for Andrea.
- Our window and door service department will not be doing service on *occupied residences* unless it is an emergency. We will continue to perform service on new construction that is unoccupied.
- We will continue to deliver to job sites. However, we will not deliver products to the inside of an occupied residence. If possible, we will deliver product inside the garage.
- We are working diligently to institute a curbside will call service. Please call or email all orders for will call in advance so that we can have adequate time to pull the orders and have them ready for you when you arrive. If you give us 1-2 hours, we will have your order pre-pulled and ready for pickup. The branch phone numbers are listed below.
- All payments should be mailed to P.O. Box 1883 Collierville, TN 38027 instead of dropping off at your local branch. To help with any financial strain this may have placed on our customers, we have decided to suspend the surcharge if you choose to pay your house account with a credit card. If you wish to make a payment with your credit card or if you have questions concerning your account, please call or email Kim Rankhorn 901-316-2900 krankhorn@thriftybuilding.com.

The phone numbers to each branch are listed below. We pray your families and employees will all be safe.

Collierville Lumberyard	901-853-2200
Olive Branch Lumberyard	662-893-2200
Metro Dr Door shop	662-874-8307
Oxford Lumberyard	662-638-6470

Sincerely,
Mark Evans-President

Richard Cooper-Vice President

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Locally Owned and Operated.
Serving the Mid-South, North Mississippi and Oxford since 1984.