



HANFORD COVID-19 PROTOCOL

We are working hard to serve our customers as quickly as possible. Due to a high volume of inquiries and orders, you may experience delays so please be patient. We care about your business.

To Our Customers:

Hanford is open for business and remains committed to the health and safety of our customers, staff, and community. Please be reminded of the following safety protocol.

- Our showroom and office will remain closed for now for all walk-in visitors. Curbside pick-up and or delivery only.
- Please continue to place orders and inquiries Via Phone & Email. sales@hanfordlumber.com, **416-743-5384**.
- We are currently not accepting cash payments, only E-Transfer, EFT/ DD and credit card.
- **We will not be facilitating any returns or exchanges at this time during COVID-19.**
- **All shipments will be contactless.** All paperwork will be emailed only. The customer will not receive a hard copy of transactions.
- Yard access continues to be **restricted**. All yard pick-ups are by appointment only.
- All pick-up orders must be coordinated by our sales team in advance. Customers requiring pick-ups must wait until they receive confirmation from our sales team that their order has been prepared and is ready. **Please do not arrive without authorization.** Once you receive notification that your order is ready, please wait at the gate and call the order desk with your name & order number reference, you will then be directed into the yard by our shipper.
- We request that all customers stay in their vehicles unless they must safely assist with the loading. **Minimum 6' distance must be maintained at all times. We ask you wear a mask as an extra precaution for your safety and the safety of our staff.**
- Reduced yard hours with a maximum timeframe Monday – Friday from 7am – 3:30 pm to allow more time for preparation. Our sales desk will continue to operate 7:00 am to 5:00 pm.

Thank you for your patience and understanding during this challenging time.

