

Wednesday, March 18, 2020

Dear Customer:

We are all experiencing extraordinary times with the onset of COVID-19 and changes are coming quickly. In order to ensure the safety of the rk Miles community, both employees and customers, we are going to be changing the way we do business which will affect our staffing levels and how we service you.

Effective at the close of business tomorrow we will be making the following changes to our schedule and customer pickup and delivery procedures.

- Hours of Operation at all locations: Monday – Friday 7:00 am – 3:00 pm – this starts Friday March 20th.
- We will be closed on Saturdays
- We will continue to service customers with jobsite deliveries and by “curbside” pickup. See below for instructions.
- We are open for business, but our stores and warehouses are going to be closed for public access effective this Friday March 20, 2020.

How to place an order for delivery or “curbside” pickup:

Starting this Friday – Our Store, yard and showroom doors will be locked and we will only be able to service our customers as follows:

- **For deliveries** - please call your regular salesperson or email or call the contact listed below for the relevant department and store location. All delivery orders not charged to a house account will need to be prepaid with a credit card.
- **“Curbside” pickup orders** - Please call or email the contact listed below to place an order. All “curbside” pick up orders will need to be prepaid with a credit card or invoiced to a house account at the time of order - No cash or checks will be accepted. You will receive a phone call or text (indicate preference at time of order) notifying you that your order is ready for pick up and instructions for pickup. All pickup orders will be placed in an isolated customer pick up zone.
- The Accounts Receivables office will be staffed for telephone calls only and can be reached at 802-362-1952. **PLEASE NOTE:** all payments on account must be made over the phone, via mail or online.

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Contact info for order delivery or pre-paid, pickup orders by location:

Manchester, VT:

Lumber & Building Materials: 802-549-5611 or rkmanlbm@rkmiles.com
Door & Window: 802-549-5693 or rkmandw@rkmiles.com
Hardware: 802-549-5616 or rkmanhw@rkmiles.com
Paint: 802-549-5648 or rkmanp@rkmiles.com

Middlebury, VT: 802.388-2721 or rkmid@rkmiles.com

Morrisville, VT: 802-888-4501 or rkmv@rkmiles.com

Stowe, VT: 802-253-8516 or rkst@rkmiles.com

Williamstown, MA: 413-458-8121 or rkwt@rkmiles.com

West Hatfield: 413-247-8300 or rkhf@rkmiles.com

What to expect when we deliver:

- Our drivers have been instructed (sadly) to have as little interaction with customers as possible. And have been directed not to bring items into a customer's house or worksite.
- Drivers will do their best to unload deliveries in the best location possible while maintaining a safe distance.
- Signatures will not be required (or accepted) at the time of delivery. Drivers will depend on photos for delivery verification.

What to expect when picking up "curbside" orders:

- Gates will be open from 7:00 am – 3:00 pm for pre-ordered "curbside" pickup.
- Customer will be called, or texted saying order is ready for pickup.
- Please text or call your salesperson when you arrive at our site and you will be directed to the pickup area for your materials.

In addition to further protect our staff and our customers we have initiated the following policies:

- Our Outside Sales team will no longer conduct face-to-face sales calls. Calls will be done by telephone and estimates/quotes will be emailed to customers.

If you have any questions on the changes above, please contact the Manager of the location you purchase from with questions:

Manchester General Manager: Jeremy Baker bakerj@rkmiles.com 802-770-4132
Lumber & Building Materials: Henry Buckley buckleyh@rkmiles.com 802-779-5246
Windows & Doors: Fran Estey esteyf@rkmiles.com 802-558-1497
Hardware: Zack Dupuis dupuisz@rkmiles.com 518-598-4230
Paint & Decorating: Linda Lynch lynchl@rkmiles.com 802-688-5562
Middlebury General Manager: Scott Flynn flynns@rkmiles.com 802-558-3363
Williamstown General Manager: Glenn Hebert hebertg@rkmiles.com 802-236-6040
Hatfield General Manager: Steve Aubin aubins@rkmiles.com 413-325-4614
Morrisville General Manager: Mike Kuchta kuchtam@rkmiles.com 802-989-3055
Stowe General Manager: Lance Walk walkl@rkmiles.com 802-282-2658

We plan to continue to service our customers under this system until told otherwise by the State or CDC. Thank you all for your understanding and support during these difficult times. I hope you all remain healthy and safe.

-Joe