

Appliance Canada wants to share with you what we are doing to respond to the Covid-19 situation. This situation continues to evolve day by day and we are monitoring developments during these unprecedented times.

Be assured that the health and safety of our employees and our customers is our top priority and guides the difficult decisions we make.

The immediate actions that we are taking include:

Reduced Store Hours. Effective March 19, 2020, Appliance Canada is reducing its store hours in each showroom location.

Store Appointments. Appliance Canada is committed to maintaining social distancing as recommended by Canadian health authorities. We have established an appointment program so that those customers who need products we sell at this time can be assured that they will get prompt service. If you would like to be contacted by a sales associate please email reception@appliancecanada.com and we can arrange for someone to contact you.

Increased Store Cleaning. As part of our normal practice, we make sure our stores are cleaned and sanitized. We have increased these efforts at this time. We have, based on the recommendations of the government health authorities, stepped up our efforts to disinfect and sanitize high traffic and high touch areas such as door handles, displays, pin pads and bathrooms.

Appliance Canada Team. We are committed to supporting our team members as best as we can during this time. Although we have had to adjust scheduled work hours, we are doing all we can to continue to provide our Team Members with the opportunity to continue work under adjusted hours or making other arrangements for our Team Members to work. We will continue to support our comprehensive benefits and current paid-leave program for our employees. Employees who are directed under health authority guidelines to remain home are required to remain home. We have exercised flexibility for our Team Members who need to take the time to stay home if they or a family member is feeling unwell or if they need to make arrangements for child care.

Deliveries. We are continuing to perform deliveries as best as we can under the circumstances. We have taken steps to ensure the safe delivery of product by reducing contact during the delivery. For those customers who wish to reschedule delivery to a later date, we are happy to accommodate that request. For all deliveries, at the customer's request or if circumstances dictate, we offer the option of delivery to the front entrance or garage.

Online at appliancecanada.com. We continue to offer our full assortment of products at appliancecanada.com and welcome your feedback.

We recognize the disruption that the current situation has caused in the lives of our customers. Appliance Canada provides consumers with products and services that make their homes a place for families to live their daily life. We believe that at this time, customers may need certain products, especially products that are essential to operating a household. As a result, we have taken these prudent steps to keep everyone safe and to continue to serve our customers.