

Customer and Visitor Action Plan in Response to Covid-19

Dear NVK customers and visitors. We would like to address our Customer and Visitor Action Plan effective **March 26th 2020**. We are all aware of the global outbreak of Covid19 and we would like to take as many precautions to help protect and stop further spread throughout our communities and nursery. Please be assured that once this threat is over we will resume operations as usual and with better practices. Please read and thoughtfully follow these new protocols. Contact us through NVKresponse@gmail.com if you have any questions regarding this document, information on our new procedures or concerns surrounding the Covid-19 crisis. This is a new email address specific for this purpose and we ask that it be used for this purpose only. All other inquiries and orders can be sent via the usual methods.

Customer Pickups

- **We will require assurance that your business is following all government mandated protocols for example Essential business approval, work hygiene protocols etc. We would like to help our customers understand these requirements if needed.**
- Orders can be placed in the usual methods (online website, email, phone, fax) and **MUST have a clearly marked contact name, email address and direct phone number to the person who placed the order.** Without this information we will not be able to efficiently communicate with you and may result in delayed processing.
- All visitors and customers must enter and exit off of Highway 5 until further notice.
- Our pickup business hours will be 7am-4pm Monday-Friday closed Saturday and Sunday.
- Effective immediately we ask that customers or visitors refrain from entering any building including the main office.
- We reserve the right to ask visitors to not enter any properties owned by NVK if they are showing any signs of illness.
- All visitors and customers must remain in their vehicle until one of our staff can direct you to your order.
- Our staff is trained in proper hygiene protocols and practice social distancing. We ask that all visitors on the property respect this. Our staff reserves the right to ask anybody to leave if they suspect unsafe behavior.
- Until further notice we are only processing pickup orders that have been placed a minimum of **1 full** business day prior to pickup. This means that if an order is placed at 1:00pm on a Monday, we will have it assembled by Wednesday morning at 7:00am. If an order is placed on a Friday 11:00am your order will be ready by the following Tuesday morning at 7:00am.
- Pickups that require field grown plant material and still need to be harvested require **2 full** business days to ensure our ability to have it ready for pickup.
- Please call or text ahead to 289-858-4977 to confirm details and to ensure that your order has been assembled and ready for pickup. This is a direct phone number for this purpose only. If you text please state your business name, order number and time of pickup.
- Our office staff will inform you if there are any items unavailable or if we need to make substitutions on your order.
- We will email packing slips for all scheduled pick ups and process payment with a credit card (if required) prior to pickup. Please make sure that you or your driver has a hardcopy or digital copy of the packing slip with them at time of pickup. Anyone failing to have this will not be loaded.
- Our sales staff will only be available to help you locate your order and will not assist in loading unless it requires a machine to load. Some exceptions may apply and will need to be discussed in detail prior to your arrival.
- Through proper social distance procedures, our sales staff and the customer will verify that the order is loaded as ordered. **We will not be responsible for any order discrepancies after you leave and we will not credit products or accept any returns.**

Customer Deliveries

- **We will require assurance that your business is following all government mandated protocols for example Essential business approval, work hygiene protocols etc. We would like to help our customers understand these requirements if needed.**
- Orders can be placed in the usual methods (online website, email, phone, fax) **All orders must have a clearly marked contact name and direct cell number to the contact at all delivery sites.** We will not be able to deliver without these key pieces of information as stated below.
- We will do our best to keep delivery lead times the same as usual. We recommended a 3 day notice so that we can process and schedule efficiently.
- Our drivers will call or text the contact person on the jobsite before entering to ask if there is anything to be concerned with or made aware of regarding safety
- Our drivers are trained in proper hygiene protocols and practice social distancing. We ask that all people on the delivery site respect this. Our Drivers reserve the right to refuse entry if they suspect an unsafe environment.
- Customers may **not** enter the delivery vehicle at any time. Our driver will instruct you on how the product can be handled.
- In situations where the product is too large or heavy you must have a machine on site for handling. We will advise you ahead of scheduling if we require other equipment.
- We will email the packing slip ahead of the delivery to the named contact on the order and will not require any paperwork transfer or signatures.
- Through proper social distance procedures, our driver and the named contact **only**, will verify that the order is shipped as ordered. We will not be responsible for any order discrepancies after our driver leaves and we will not credit products or accept any returns.
- All COD customers must make payment by credit card prior to delivery.

We apologize for any inconvenience these new procedures may cause you. It is our hope that we may continue to supply you plant material in order keep your business operational and we promise to do so to the best of our ability. Our businesses need to support each other through this crisis and we want you to know that we're here to provide a listening ear.

Your Friends,
The NVK Family