

To Our Valued Customers,

The health and safety of our customers, employees, and communities is our top priority. We have been following the rising number of cases in our communities with growing concern and are committed to being responsive to your needs as this situation evolves.

We are taking precautions

We have always strived to maintain clean and customer-friendly stores, but we are now taking additional precautions to prevent illness and the spread of viruses. We are requiring staff and customers to wear masks in our stores, and requiring our staff to stay home if they feel sick or have been in close contact with someone who has tested positive for COVID. We are also disinfecting sales counters, credit card machines and workstations frequently.

We are open

To serve you best, we will strive to remain open and maintain regular business hours. However, if many of our employees are required to self-isolate due to possible exposure to the Coronavirus, or cannot work due to childcare issues, there may be longer wait times for customer service. If this occurs, we ask for your patience and understanding.

National, regional, and local guidelines are changing regularly, and our procedures will change, as needed, to comply with those guidelines.

How you can help

For your safety and that of our staff, we encourage you to call in or email your order and we'll be happy to bring it to you in your vehicle when you drive up. For larger orders, call them in and we will deliver to your jobsite.

Whenever practical, we encourage you to consider meeting with your sales representative by phone, rather than in person.

Our staff will work with you to identify your product and service needs, place your order and retrieve your items from the store or set up delivery. In our warehouses we ask that you stay in your vehicle while our staff retrieves your items and loads them in your vehicle. Please take the precautions being suggested by the Centers for Disease Control and Prevention when visiting our locations. Examples include wearing facemasks, practicing social distancing and regular hand washing.

We want to make it as convenient as possible to get the products you need when you need them, while taking appropriate steps to help reduce the spread of the coronavirus. Thank you so much for your continued loyalty and your patience as we work together to help our nation through this challenging time.

PUKALL
LUMBER COMPANY
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