

Effective Monday, March 23, 2020

## **Navigating COVID-19:**

### **Updating Our Service Options To Keep Our Customers and Associates Safe**

Dear valued customer,

These are unprecedented times and the situation with COVID-19 is rapidly evolving, with new updates every day. We are closely monitoring the status in Canada and the health and safety of our customers, associates and communities remains our top priority. We have decided to put in place new protocols for all of our branches and showrooms based on the latest information and guidance set by the [Government of Canada](#) and [World Health Organization \(WHO\)](#).

At this time, all of our branches are open for business, however, we will serve our customers under new circumstances. To ensure social distancing, only Wolseley associates will have access to our branch and showroom facilities across the country. While customers will be restricted from entering our locations, all customers will still be able to use convenient alternatives to place orders, and options are available for pick up and delivery.

As we will increasingly rely on digital communication channels, we encourage you to sign up for our emails to stay up to date with all our news, promotions and Wolseley Express updates. You can sign up [here](#).

### **Placing Your Order**

#### **For plumbing, HVAC and Waterworks customers:**

- Shop and place orders 24/7 on Wolseley Express. If you don't already have an account, you can register at: <https://www.wolseleyexpress.com/UserRegistration/Registration>

#### **For all customers:**

- Call ahead! We are happy to take your order over the phone.
- Express Pick-Up and shipping options continue to be available.

### **Picking Up Your Order**

- Please do not attempt to enter the branch; the doors will be locked. Instead, call the branch to let our associates know you have arrived for pick up.
- Instructions for pick up and contact details will be posted on the branch doors.
- Over the phone, our associates will discuss arrangements for order pick up specific to that location, with respect to all protocols for social distancing.

### **Payment Options**

Wolseley Canada will not be accepting cash payments of any kind at this time. Please note the payment options available:

#### **For terms account customers:**

We encourage our valued customers to utilize the following electronic payment methods:

- **Invoice Gateway via Wolseley Express**

- Once you log in to Wolseley Express you can use the secure Invoice Gateway portal to pay your invoices and statements through Bill Trust. You must have the Invoice Gateway user right to access this portal. Contact your credit rep to activate.
- Invoice Gateway payment options include:
  - Pre-Authorized Debit
  - Credit Card

Additional electronic payment options include:

- EFT/Wire payments
- Online Banking

In the event the above electronic payment methods cannot be utilized, please direct the check payments to the appropriate Regional Centre. Please confirm the Regional Centre indicated on your invoice:

**Ontario/Atlantic**

PO Box 5330

Burlington, ON L7R 4Z2

**Quebec**

4200 rue Louis-B Mayer

Laval, QC H7P 0G1

**West**

PO Box 1477 Station T

Calgary, AB T2H 2H7

**Industrial**

PO Box 68

Burlington, ON L7R 3X8

**Please Note:** Customers can still drop their checks at their local branch but should call to confirm store hours and availability.

**Please contact your financial services representative for further information:**

Ontario/Atlantic: 1-888-419-9969

West: 1-855-214-6456

Quebec: 1-800-557-7331

For general inquiries: [collections@wolseleyinc.ca](mailto:collections@wolseleyinc.ca)

**For COD or non-credit account customers:**

- Please call your branch manager to discuss how your order will be handled.

**Returns:**

- Wolseley Canada will not be accepting returns at this time.

**Showrooms:**

All Wolseley showrooms, [Kitchen & Bath Classics](#), [Vague & Vogue](#), [Wolseley Studio](#) and [TAPS Bath](#), are open for business under similar protocols:

- Only showroom associates will have access to showroom facilities.
- Orders can be placed via phone or email
- Showroom consultants will be performing virtual consultations only. Please contact your nearest showroom for more information or to book a consultation.
- Pick up and shipping options are available for new and existing orders.
- Please call ahead for pick ups and do not attempt to enter the showroom. Instructions and contact information will be printed on the door.

While the current environment is fast-moving and uncharted, we appreciate your support as we navigate COVID-19 together. We continue to be confident in our swift decisions to safeguard our communities and to serve each of you. We encourage you to check [Wolseley Canada website](#) and [Wolseley Express website](#) for updates as the situation evolves.

As this dynamic situation evolves, so will Wolseley. We are dedicated to ensuring that our approach is appropriate and proactive. Above all, we continue to place the safety of our customers and associates as our highest priority while recognizing the important role that our team fulfills in our communities.

For any questions, please contact us at [customer.feedback@wolseleyinc.ca](mailto:customer.feedback@wolseleyinc.ca)

Sincerely,

**Kevin Fancey**

President,

Wolseley Canada