

**Service Above All™**

**NATIONAL  
Lumber**

**FAMILY OF COMPANIES**

**national-lumber.com**

**Response to COVID-19**

**Emergency Measures**

- Stores & Showrooms Open
- Order by Phone, Email or Online
- Deliveries Continue to Jobsites

## **National Lumber's Response to COVID-19 Emergency Measures**

Mansfield, MA — March 26, 2020

**During these difficult times, the health and safety of our customers, associates, suppliers and the communities we serve are our number one priority.**

As a designated essential industry, National Lumber, Babel's, and Kitchen Views locations are open and we feel that it's our duty to put every effort into serving you in whatever way works best for you. Be assured the National Lumber Family of Companies is following all recommended procedures to keep our customers and workforce healthy and safe. All events and training classes are cancelled until further notice.

If you have questions about an order you already placed, or want to place a new order for delivery, you can contact your sales rep, OR email [insidesales@national-lumber.com](mailto:insidesales@national-lumber.com), OR call **508-339-8020**.

### **Current update as of March 26, 2020:**

- We are making deliveries of in-stock material within 24 hours – no minimum.
- We are increasing our inventories to make sure that you have what you need.
- Our **14 stores** throughout New England will be open, starting as early as 6:30am.
- To minimize personal contact and respect “social distancing,” **we request that all customer pick-up orders be called in to your local store to have your order pulled in advance.** You will be told when the order will be available to be picked up.
- **For our employees’ safety, we are requesting that instead of cash or checks, customers use their existing House Charge accounts or credit/debit cards.**
- We have a **“NEW” Online Order Form** to submit an order for delivery or pick-up.
- You can **Request a Quote** through our **eShowroom**.
- Please use our regular **Contact Form** on our website to ask questions.

We will continue to monitor the state and federal guidelines and update you about any changes that will impact our ability to provide service to you. To receive such notifications via email, go to the **Contact** page on [national-lumber.com](http://national-lumber.com) for a link to sign-up for our email list, or to update your preferences. At any time, you can update your profile or unsubscribe using the link provided at the bottom of every email.

While looking forward to the end of this health crisis, we hope that each one of you see and embrace the good things in your lives.

Sincerely,  
The Team at National Lumber Family of Companies

THE NATIONAL LUMBER FAMILY OF COMPANIES

**NATIONAL  
Lumber**

  
**RELIABLE TRUSS**

**KITCHEN  
VIEWS**

**NATIONAL  
BUILDING PRODUCTS**

 **Pro  
INSULATORS**

  
**OXFORD  
LUMBER**