

Dear Valued Euro Tile Customer,

As circumstances surrounding the novel coronavirus (COVID-19) continue to evolve, we want to keep you updated on what we are doing to protect the health and safety of our customers and our employees.

Rest assured that Euro Tile is open for business.

We are closely monitoring the global and local impact of COVID-19, and the precautionary measures that we are taking are aligned with the latest information and global guidance available, including from the World Health Organization, Centers for Disease Control and our Federal and Provincial governments. The health, safety, and well-being of our customers and our employees are of the utmost importance to Euro Tile and are driving the actions that we are taking.

These actions include limiting travel, deploying an enhanced hygiene program across our Branches, establishing guidelines for employees who might feel ill, and restricting access to our facilities. Anyone who has recently traveled to a country of concern, or lives with someone who has, must follow remote working protocol, including a 14-day self-quarantine, if applicable, and complete a health self-assessment before returning to work.

At the same time, we are working to minimize impact to customer deliveries by closely tracking inventory levels and communicating continuously with our suppliers. These are the measures we have in place at this time, although we will adjust as needed, as the situation evolves.

OUR CURRENT HOURS HAVE CHANGED –

Burnaby Showroom

M – F: 8:30am to 5pm

SAT: 8:30am to 4pm

Burnaby Sales Desk

M – F: 7:30am to 5pm

SAT: 8am to 3:30 pm

Calgary Sales Desk

M – F: 7:30am to 4:30pm

SAT: Closed

Edmonton Sales Desk

M – F: 7:30am to 4pm

SAT: Closed

Also, until further notice, we will not be accepting any product returns or exchanges at any of our locations

Sincerely,

Bruno Mattia

General Manager

Euro Ceramic Tile Distributors Ltd.