



March 15, 2020

Dear Valued Customer,

At Carpeturn.com, we are closely monitoring developments related to Coronavirus (COVID-19) and are taking measures to ensure operations and services continue with safety in mind. Actions to minimize risk to our staff, customers and vendors across all of our locations have been implemented. Some of these include the addition of readily available disinfectant sanitizers in each office, education of our employees about prevention steps, as well as encouraging staff who may not feel well to stay home and work remotely.

For the safety of you, your staff, residents and flooring installers on your property, we have added the following temporary policies:

Limited site visits. Carpeturn.com sales representatives and quality control staff will not be visiting apartment communities in an effort to minimize contact. Our employees will continue to utilize phone, email and text messaging to ensure communications remain consistent with our customers.

Unlock units prior to installer arrival. Please coordinate with your Carpeturn.com sales representative to have units unlocked and open for installers ahead of time. Installers will go directly to the unlocked unit to avoid entering property offices.

Occupied installations are suspended. For the safety of your residents and your Carpeturn.com installers, occupied unit installations will be delayed until a later date when safer for all parties.

We encourage everyone to follow the protocols and guidelines put forth by public officials, [World Health Organization \(WHO\)](#) and [Centers for Disease Control \(CDC\)](#). Carpeturn.com takes the health of our staff and customers very seriously and will continue to monitor this situation closely. Should circumstances change or worsen, please rest assured we will keep you updated. It is our belief that proactive actions like those we have implemented will help to minimize the time to return business as usual, while keeping our communities safe in the interim. If there is anything that we can do to help or support you, please let us know.

Thank you for your continued support of Carpeturn.com!

Carpeturn.com, Inc.

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