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Corporate Office: 51 Peterborough Street, Jaffrey, NH 03452 • 603-532-7716 • 800-239-7285 • [www.belletetes.com](http://www.belletetes.com)

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Monday, November 20, 2020

Dear Valued Customer:

## COVID-19 Customer Memo #4

As the impacts of COVID-19, continue to unfold around us, we are monitoring the situation and are making operational adjustments for the safety of all concerned. Providing essential services to the communities we serve must be tempered by reducing potential exposure by following the guidelines put forth by the CDC.

From the beginning of these uncertain times, our goal and focus has been to provide a safe shopping experience for everyone in our communities. Keeping our staff and customers healthy and our store environment safe have been our highest priorities. We spend a great amount of time cleaning, disinfecting, sanitizing, and organizing our store daily.

With the steady increase of positive COVID-19 cases, we support the governors mask mandate and kindly ask all customers to wear proper face masks when entering our facilities and maintain the appropriate six-foot distance from one another. We ask that customers only touch what they intend to buy and allow the staff to show or demonstrate an item should this be a need for considering a purchase.

**We value and depend on your support, however if you have tested positive or have been in contact with someone who has tested positive and are not cleared per CDC guidelines or are sick or symptomatic please do not enter our stores. We would be happy to assist you over the phone or through our website at [www.belletetes.com](http://www.belletetes.com).**

**To place an order by phone or email** – Call, text or email your salesperson or use the contact list below and your call will be directed to someone who can help you.

- Orders for delivery – as always, we will do our best to get the material to you when and where you want it. While on the jobsite our drivers have been instructed to...
  - Keep their distance and have minimal interaction with customers.
  - Not collect signatures, they will simply take photos and/or ask for your name and write it on the delivery slip.
  - We will make sales calls and deliver to new construction jobsites; however, those services to occupied homes or buildings will be reviewed on a case by case basis.
- Orders for “parking lot” pick-up – please indicate when you would like your order to be ready for pick-up and we will do our best to accommodate your request. There may be extra communication back and forth for coordination, but for everyone’s safety it is unavoidable.
  - Once your order is ready you will receive a call or text, whatever your preference.
  - Upon arrival in our parking lot please call or text and you will be directed accordingly.
  - Please understand in almost all cases the materials will be set down and you will need to load them yourself.

**To place an order at [www.belletetes.com](http://www.belletetes.com)** – Simply access our site via your web browser.

- Select “Shop Online Here”
- Shop by department and then by product group.
- Make selections, verify products are in “stock”, save to shopping cart.
- To checkout click on the shopping cart and select “place order”.
- Complete checkout details and continue to payment screen.

**Protecting ourselves and you** – here are some things we will be doing while the COVID-19 threat exists.

- Our employees are required to properly wear face masks when within 6 feet of another person.
- Practice social distancing, at least 6 feet apart whenever possible.
- Washing hands often.
- Cleaning and sanitizing frequently.
- We will continue to receive products from our vendors, but there will be no direct contact.

If you are not already using Belletetes Web Track to look up invoices and statements and to pay online, now would be an excellent time to sign-up. Please go to [www.belletetes.com](http://www.belletetes.com) to request access.

Please consider placing orders  
via phone, email or at  
[www.belletetes.com](http://www.belletetes.com) for delivery  
or pick-up. Thank you.

Visit [www.belletetes.com](http://www.belletetes.com) for store information.

**Store contact information:**

The phones by location will be answered as quickly as possible by store personnel, and you will be redirected to the correct department. If you have a regular contact(s) please go directly to them. Should you have any questions or concerns please contact the manager of the location you purchase from.

Jaffrey, NH	603-532-7716 or 800-239-7285
Winchendon, MA	978-297-1162 or 800-423-7577
Peterborough, NH	603-924-9436 or 888-787-0268
Nashua, NH	603-880-7778 or 800-695-3907
Ashland, NH	603-968-7626 or 800-649-2076
Andover, NH	603-735-5544 or 800-526-0110
Sunapee, NH	603-763-9070
Pembroke, NH	603-224-7483 or 800-267-0506
Moultonborough, NH	603-253-4404

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188 Concord Street, Peterborough, NH 03458	603-924-9435
20 West Street, Ashland, NH 03217	603-968-7626
24 Ten Penny Lane, Andover, NH 03216	603-735-5544
129 Sheep Davis Road, Pembroke, NH 03275	603-224-7483

80 Northeastern Boulevard, Nashua, NH 03062	603-880-7778
245 Central Street, Winchendon, MA 01475	978-297-1162
21 Sargent Road, Sunapee, NH 03782	603-763-9070
121 Whittier Hwy., Moultonborough, NH 03254	603-253-4404