



baronsmajorbrands.com  
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**CONCORD** 350 Loudon Rd. 603.224-8526  
**PLAISTOW** Route 125 603.612-0087  
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Dear Valued Customer,

Here at Baron's, we have spent the last several weeks learning about the coronavirus (COVID-19) and how it is impacting our world. We have one simple objective that guides us: the safety of both you and our employees. This has been at the center of our conversations as we work through this situation.

With that in mind, we have implemented several processes in our business in response to the threat of the coronavirus. We have ramped up cleaning services at our stores and added sanitizing wipes near workstations and counters so that employees can keep them continuously cleaned. We have also implemented a cleaning and sanitizing program for our showroom floors to make sure our workplace is exceptionally clean.

We are closely following the [Centers for Disease Control's \(CDC\)](#) guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have stressed with our employees the importance of washing their hands and staying home if they feel sick. A strict travel policy for our employees is in place and we have canceled meetings with large gatherings, again to do what we can to help prevent the spread of the illness.

If you don't feel well, or choose not to visit one of our stores, of course we are ready to serve you online at: [www.baronsmajorbrands.com](http://www.baronsmajorbrands.com). Just **click the chat bot** to open up a text conversation. Of course, you can also always call us at: **1-800-350-2499**.

We know that many of you have scheduled **in-home deliveries, installations or repairs** with us. Our teams on the road have been trained and equipped with methods to help prevent any spread of illness, and will sanitize their hands before entering your home. If you have any concerns, we will be happy to partner with you to reschedule your appointment at no additional cost. Simply call **1-800-350-2499** and we will take care of it.

We will continue to closely monitor the situation and do all we can to protect you and our employees.

Thank you for your business and continued support.

Regards,

Baron's Major Brands Appliances

