

## COVID-19 — Store Updates & Protocol

As an essential business, we are still open. However, we are modifying our operations. To ensure public health and safety, we are not letting anyone into our store. Instead, we are offering curbside service and taking orders over the phone.

### CURBSIDE SERVICE

If you visit our store, please knock on our front door or give us a call from inside your car. We will come outside to meet you and help you with whatever you need.

### PHONE ORDERS & FREE SHIPPING

If you choose to stay home, we will ship you the items you need. Shipping is FREE during the state's Stay Home, Stay Safe mandate. Call us at **810-732-9002** to place your order.

### VACUUM REPAIRS

We are limiting repairs to vacuums that need immediate service (clogged, dog ate cord, burning smell, etc.). If you only

need your free regular maintenance, but your unit is working, we ask that you bring your vacuum in after the Stay Home, Stay Safe mandate has ended. We will not penalize you for bringing in your unit for service past your regularly scheduled maintenance.

### If your vacuum needs immediate repairs, please note the following changes to the way we provide technical service:

1. Usually, you drop off your vacuum, we repair it in one or two business days, and you pick it up when it's convenient. From now on, each unit we accept will be sanitized and then quarantined for four days before we begin any repairs. The new method will delay the usual prompt service we pride ourselves on providing to you. However, we feel this change is necessary for public health and safety.
2. Before you bring your vacuum to us, please remove the inner filter bag and outer cloth bag. You do not need to

remove the outer cloth bag if you have an Oreck Magnesium or Elevate model.

3. You may drop off your vacuum during regular business hours. Please knock on our front door or give us a call from inside your car. We will come outside to meet you and sanitize your vacuum.

### SAFETY

For our part, we are wearing gloves to deliver and ship items to customers, washing our hands after each encounter with the public, and regularly sanitizing items (such as pens and clipboards) that are touched by visitors. We also sanitize frequently used items inside the store and thoroughly clean our front door each night before going home.

### INFORMATION

For more information about how to protect yourself and others, visit <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>.

## Current Offers & Promotions

Receive trade-in pricing on any new Oreck® or Riccar® upright *without a trade-in!*

**SAVE \$50** on an Oreck® BB880-AD compact canister  
**\$99.99** (Reg. \$149.99)



**FREE** shipping on any products ordered by phone during Michigan's Stay Home, Stay Safe mandate.

**SAVE \$200** on an Oreck® Magnesium® RS upright  
**\$449.99** (Reg. \$649.99)

**15% OFF** all e-cloths and cleaning solutions

