



F.W. WEBB COMPANY

*Serving the Northeast since 1866.*

April 1, 2020 Update

To our valued customers,

These are extraordinary times as the COVID-19 (coronavirus) situation continues to evolve. Your health and safety and that of our employees is a top priority. We are committed to acting in a responsible manner, while ensuring that you get the service you need.

**As an essential business, our trade stores and wholesale operations across the Northeast remain open, including in states mandating shutdowns.** To help prevent the spread of COVID-19, our retail showrooms are temporarily closed to visitors. Our Showroom Consultants are available, however, for phone or virtual consultations. You and your customers can call or email them to schedule an appointment. Find contact details [here](#).

Following is an update on our operations and an overview of the steps we are taking to keep everyone as safe as possible.

- We encourage you to place orders online or by phone/email. If you don't have a login to access your account online, request one [here](#). We will work to get you access as fast as possible. In an effort to limit direct contact, please get your pickup/will call orders at the warehouse door instead of entering our stores.
- Across our locations, we are following CDC guidelines and making sure that safety precautions are being taken in the workplace. This includes practicing social distancing, washing hands often and keeping frequently touched surfaces clean and sanitized. Employees who are sick, or whose family member(s) are sick, with cold or COVID-19 symptoms must stay home until they are advised otherwise by their healthcare provider. We will not allow customers or business partners with colds, coughs or other symptoms related to COVID-19 to enter any F.W. Webb location, as well as those who have a family member in quarantine.
- Our Sales Representatives won't be making in-person customer visits at this time, but they are available by phone and email as always.
- Deliveries to businesses and residences will be curbside only to reduce unnecessary contact.
- To limit the number of in-person interactions, all wholesale locations will be closed every Saturday until further notice.
- To observe the social distancing practices recommended by the CDC, we are asking employees to refrain from any physical contact, such as shaking hands and giving high fives.
- F.W. Webb business parties, seminars, conventions, trainings, gatherings, etc. have all been suspended.
- F.W. Webb employees are prohibited from international and domestic business travel.

We recognize COVID-19 (coronavirus) as a serious health issue. Our management team is prepared and monitoring all situations that could impact our business on a daily basis. At this time, we have not

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160 Middlesex Turnpike • Bedford, MA 01730  
phone: 781-272-6600 • fax: 781-275-3354  
[fwwebb.com](http://fwwebb.com)



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experienced any disruptions to our supply chain. As you know, this is an ever-evolving situation. We will continue to stay up-to-date with instruction from federal, state and local officials and keep you informed as circumstances develop.

Stay well,

Jeff Pope

Owner and President

Bob Mucciarone

Chief Operating Officer

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