



It is our belief that local hardware stores and home centers are vital businesses during the COVID-19 threat and should continue to serve their communities during these challenging times. These stores provide much-needed services and support required to keep homes and communities safe, secure and functioning. The products carried by home improvement retailers range from cleaning supplies and tools to batteries and storage containers—all of which can be essential to maintaining safe and secure living environments. As such, Toolway will remain open for business and is ready to serve and assist you with your ongoing efforts.

As the status of the COVID-19 epidemic and Canada's response evolves rapidly, Toolway continues to monitor the latest developments and take precautions to keep our staff and workplace safe, along with ensuring we're well positioned to support our Business Partners. As a result, certain measures have been implemented that follow Public Health guidelines in the ongoing efforts to limit the exposure and spread of the virus.

Effective immediately, only staff will be permitted to enter our building, therefore we are requesting that you do not visit us in person at this time. If you need any assistance please contact Customer Support at 905-326-5450, (1-800-705-4454) or email us at [info@toolway.com](mailto:info@toolway.com). When picking-up orders, please only enter the first set of doors and wait by the sliding glass window for instructions from the Shipping Department. Any paperwork requiring a signature or being transferred to you will be done by employees wearing gloves as an added precaution.

We encourage you to visit our website at, [www.toolway.com](http://www.toolway.com) and use it as your primary source of information for any policy updates or product information. As an added bonus, any sales order placed online will receive a discount when using the promo code Community. As always, you can also contact your sales representative directly, telephone or email us to place orders or if you have any questions or concerns.

We are here to support you in any way we can and thank you in advance for your patience and understanding during these unprecedented times.

As partners we will get through this together in a speedy and safe manner.

Wishing you good health.

**The Toolway Team.**