

# MESSAGE TO OUR CUSTOMERS

For almost 40 years in business, Baber's has always placed the health and safety of our team members and customers at the forefront. In light of the new Coronavirus (COVID-19) situation, I would like to share with you steps we are taking as an organization to ensure the well-being of our team members, customers and communities.

First, I would like to say our thoughts and prayers go out to all of those who have been affected by this virus. Baber's is actively monitoring all developments from all public sources, including the World Health Organization (WHO) and the CDC, to ensure we are taking the necessary precautions for your safety. We know that keeping our showrooms clean and sanitized is an important step to helping keep our community safe.

## **KEEPING OUR STORES CLEAN & SAFE**

We aim to provide a clean and safe store for our customers every day. Due to recent circumstances, we have increased our sanitizing measures regarding our stores and products to ensure your safety. Common areas such as door handles, counter-tops, computers, remote controls and other frequently touched surfaces are being disinfected more thoroughly throughout the day. Also, we have increased the restroom cleaning and disinfecting cycle.

## **CONNECTING WITH OUR TEAM MEMBERS**

We have educated our team members on our extra sanitation measures. We are frequently reminding our associates to stay home if they are sick, wash their hands, use hand sanitizer, and otherwise to exercise precautionary measures throughout the day.

## **CONTINUING TO SERVE YOU**

All Baber's locations are open for business and are more than able to meet your needs. However, if you are not feeling well or choose not to visit our stores at this time, we are ready to serve you at [BABERS.COM](http://BABERS.COM) or by phone. As always, we offer **FREE DELIVERY, NAME BRANDS YOU LOVE** and **WE WILL BEAT OUR COMPETITOR'S PRICES!**

## **RECEIVING DELIVERY OF YOUR PRODUCT**

For home deliveries, our teams are highly focused on ensuring that all merchandise is inspected, sanitized and ready for delivery. As with stores, they will be using hand sanitizers and disinfectant wipes between each delivery and they will be regularly disinfecting their interiors and outside handles of their vehicles.

Again, the health and safety of our customers while shopping in our showrooms and receiving delivery of our products is our top priority. We trust that the measures outlined here will enable you to continue your Baber's experience with confidence. We welcome you to visit one of our 45 showrooms across Mississippi, Alabama, Louisiana and Florida. You can also shop our style, selection and competitive pricing online at [babers.com](http://babers.com).

If you have questions or concerns about your delivery, products or account, please contact your local store. If you are not able to make in-store payments, please take advantage of our convenient online payment portal at [www.babers.com/location/pay-online](http://www.babers.com/location/pay-online).

Thank you for your business and continued loyalty to Baber's, as we experience these turbulent times together.

Regards,  
Jeff White  
CEO