



17 March, 2020

First of all, thank you for being part of the Encore Mattress Discounters & A/V Design family. The health and safety of our customers and employees are the most important things to us right now. Although we are in the face of adversity, our commitment to you remains a priority. In order to continue providing the best service in the safest way possible, we have taken additional precautions in the way our technicians and staff handle and fulfill your order. We are keeping any and all staff members displaying any signs of illness, even those unrelated to COVID-19, at home. Our technicians are friendly and respectful, but at this time they will not be shaking hands. Our team members are instructed to wear gloves and to wash their hands throughout the day as well as after every interaction. Encore is dedicated to taking the utmost care of our staff and customers during this challenging time.

As we do our best to ensure the safety of everyone, we ask that if anyone in your home is showing signs of illness, such as a fever or cough, you reschedule our visit to your home. Please pray for this country as we will come out stronger than ever.

Thank you,
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