

Country Estate Fence of the South, Inc. provides **security** and **safety**. We find it necessary to assist customers as much as possible, within the guidelines provided by the Governor of Louisiana. **We will keep operations going with limited staff, and employees working from home.** Please keep in mind, these terms may change any time. Here are some of the steps we are taking to reduce the Spread of COVID-19:

- The Showroom will be closed to the general public.
- Please call to schedule and check in for a pickup.
- Payment must be received over the phone or mail a check prior to pickup.
- Customers and staff must keep a least 6' distance.
- Customers will count the material with Country Estate employee will describe what to count and what the count should be from a distance.
- If customer agrees, item will be checked off or corrected if count is not in agreement.
- Employee will notate that customer agrees with the count. Customer will not sign the paperwork.
- All copies will be emailed to customer.
- If you are showing any symptoms of COVID-19, please stay home.

All customers and staff must use extreme precaution and follow guidelines provided by the CDC.

Thank you for your patience during this time.

COUNTRY ESTATE FENCE – BATON ROUGE
PROCEDURES FOR CONDUCTING BUSINESS
FOR THE SAFETY OF OUR CUSTOMERS AND EMPLOYEES

ESTIMATES – NO CHANGE

- EMAIL OR FAX A DETAILED LAYOUT WITH FENCE STYLE, HEIGHT, COLOR, GATE INFORMATION AND ALL MEASUREMENTS.
- THE ESTIMATE WILL BE EMAILED TO YOU.

ORDERING – NO CHANGE

- ESTIMATE WILL BE SENT DOCUSIGN.
- PAYMENTS WILL BE TAKEN OVER THE PHONE

ORDER READY FOR PICKUP – NO CHANGE

- OFFICE WILL NOTIFY WHEN READY AND CUSTOMER SHOULD PROVIDE ESTIMATED DATE OF PICK UP

PICKUP

- CUSTOMER TO CALL BEFORE ARRIVING THE DAY OF PICKUP
- IF A BALANCE IS OWED AT TIME OF PICKUP, CUSTOMER WILL PAY OVER THE PHONE BY CREDIT CARD OR SEND A CHECK TO ARRIVE BEFORE PICKUP
- THE DOORS WILL BE LOCKED. BEFORE DRIVING TO THE BACK YOU MUST STOP AT THE OFFICE AND KNOCK SO WE CAN SEE WHO IS HERE TO PICKUP
- WE WILL NOTIFY THE SHOP
- THE SHOP WILL HAVE THE PAPERWORK
- HOLD OFF DRIVING TO THE BACK UNTIL IT IS YOUR TURN IF A CUSTOMER IS BEING LOADED
- STAY IN YOUR TRUCK UNTIL IT IS TIME TO COUNT AND STRAP THE LOAD

COUNTING AND STRAPPING

- CUSTOMER AND EMPLOYEE SHALL KEEP A MINIMUM DISTANCE OF 6 FT APART AT ALL TIMES
- EMPLOYEE WILL POINT OUT WHAT IS BEING COUNTED AND THE QUANTITY
- EMPLOYEE WILL BACK AWAY SO CUSTOMER CAN VERIFY THE QUANTITY OF THE ITEM BEING COUNTED
- THE ITEM WILL BE CHECKED ONCE THE CUSTOMER AGREES WITH THE COUNT
- AFTER ALL HAS BEEN COUNTED – EMPLOYEE WILL NOTATE IN THE SIGNATURE AREA THAT CUSTOMER AGREES WITH THE COUNT
- INVOICE AND WORK ORDER WILL BE EMAILED TO CUSTOMER
- EMPLOYEE WILL PROVIDE PROTECTIVE CORNERS FOR CUSTOMER TO USE WHEN CUSTOMER STRAPS THEIR LOAD
- IF CUSTOMERS ARE WAITING TO LOAD AND CUSTOMER LOAD IS STABLE ENOUGH TO MOVE – BACK OFF TO THE SIDE OR DRIVE IN FRONT OF THE GATE TO STRAP

WE APPRICIATE YOUR UNDERSTANDING THE IMPORTANCE AND FOLLOWING THESE PROCEDURES

SID GERMAN

REGIONAL SALES REPRESENTATIVE