

COVID-19

An Important ProAble Notice For Our Customers

As an “essential workplace” ProAble remains open to serve.

Please note that we are no longer open for drop in visitors.

If a meeting is required with ProAble Team Members, we will use telecom or video conferencing in order to eliminate face-to-face meetings during the pandemic.

Our supply chain remains stable at this time and our shop, service warehouse and delivery teams are still available to serve you.

Our Order Desk Is Here To Assist You In The Following Way:

- 1) Please call (519) 652-6766, extension 230 and we will help you with your order. You may also press zero for assistance.
- 2) Once your order is ready you will be advised via an email.
- 3) Pickup (do not come to our location until your pickup has been scheduled):
 - a. Reply via telephone or email as to when you will be in for your curbside pickup.
 - b. Your order will be prepared for pickup and must be picked up during our pickup hours noted below within 1 hour of the time that you advised that you would be in.
 - c. Pickup Hours:
 - Monday to Thursday 8:30am to 3:30pm
 - Friday 8:30am to 11:30am
- 4) Delivery:
 - a. Reply via telephone or email and we will arrange a mutually acceptable CURBSIDE delivery date and time. NOTE: At this time delivery will be curbside only – we regret that there will be no exceptions.
 - b. Your order will be prepared for delivery and arrive within 2 hours of the agreed time.
 - c. Pickup Hours:
 - Monday to Thursday 9:00am to 3:00pm
 - Friday 9:00am to 11:00am

Please note that team members are required to contact their team leader for instructions if they do not feel that the site, they have arrived on is safe.

As the global effect of COVID-19 continues to evolve, ProAble is firmly committed to the health and safety of our clients and team members. We continue to closely monitor the situation and comply with provincial and federal guidelines. Our teams remain ready to safely serve you and our purchaser is working diligently to keep product available. We sincerely wish you, yours and your firm all the very best during this unprecedented time.

***We Remain Ready To Serve You - Stay Safe - Keep Smiling
Keep Physical Distancing In Mind - Keep Social Kindness Forever!***

