



Dr. Vinyl & Associates

C O R P O R A T E H E A D Q U A R T E R S

Dr. Vinyl & Associates, Ltd.
1350 SE Hamblin Road
Lee's Summit, MO 64081
Phone: (800) 531-6600
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March 24, 2020

DR. VINYL CORPORATE OFFICE - COVID-19 UPDATE

The county of Jackson in the State of Missouri has issued a Stay-At-Home order effective Tuesday March 23, 2020 12:00am through April 24, 2020 for all non essential businesses.

During the coronavirus outbreak, Dr. Vinyl headquarters in Lee's Summit, MO focus is on the safety and well-being of our employees, who are vitally important to support you and your business. We are also highly focused on the safety of all our franchise partners around the world. We are providing you with an update on how Dr. Vinyl corporate will be dealing with this current situation. We will be implementing the following preventative and precautionary actions to do our part in flattening the curve in regards to health, safety and keeping day-to-day business activities as normal as possible.

Effective Immediately:

- 1. Dr. Vinyl Parts department will only be allowing for pickup/shipping of orders 1-day a week. For all franchise associates (local & throughout U.S.) all orders for Dr. Vinyl Parts Department must be placed by Monday of each week. In order to minimize phone delays, we ask that you kindly try to place all orders by email, parts@drvinyl.com. We will accept phone orders, however, you may need to leave your order on voicemail. All orders can be picked up or will ship on Wednesday of each week.**
 - 2. Anyone coming to Dr. Vinyl headquarters (particularly local associates) must contact the appropriate person at headquarters whom you need to see, to make arrangements for pickup or delivery of any merchandise or paperwork prior to you traveling to headquarters. We want to ensure you that we will be able to accommodate your needs before making the trip.**
 - 3. If you call the 1-800-531-6600, the phones will be answered as normal. The phone system is now fully automated. Please listen carefully to the auto attendant for phone extensions. They are also listed below. We will continue to send out workorders, forward calls to you from customers**
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**looking for service, answering any questions you may have related to accounting or reporting.
To keep it short, business as usual from our end.**

4. Training will take place as long as possible by law. Both trainers, Teresa & David, will be available for technical support.

We understand that the continuation of your business is a must. We want to minimize service disruptions or impacts to your business as much as possible. Our goal is to offer the level of quality, responsiveness and support that you have come to expect from Dr. Vinyl. Although this is definitely not normal, we will do our best as we work through this trying times that we've never experienced before. If we work together and with some patience, we will get through this. As the rules and regulations relating to Covid-19 continues to change on a daily basis, Dr. Vinyl, as well as all other businesses, will continue to abide by all Federal, State & Local authorities.

Dr. Vinyl Contact Information

Receptionist	Extension 100	receptionist@drviny.com
Richard Reinders	Extension 120	richard@drviny.com
Buster Coppage	Extension 130	buster@drviny.com
Tony Rende	Extension 140	tonyr@drviny.com
Teresa Lang	Extension 150	teresa@drviny.com
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Darrell Wirths	Extension 180	dwirths@drviny.com

Stay safe & stay healthy!

Richard Reinders - President

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