

All of us at Canton Chair Rental want to extend our thoughts and prayers to all of our customers, vendors and business associates and friends in this difficult time.

It is a very unusual time we all find ourselves in! We recognize that it is not just our industry being affected by the effort to stop the spread of the coronavirus. We are all in this together! And we will come through it, together!

We recognize that the sooner we can stop the spread of this virus, the sooner we can get back to normal or perhaps to a new normal! Below, we are laying out our plan to do what we can to cooperate with the healthcare industry and the governing bodies, to put a stop to this virus sooner, rather than later.

Beginning the week of March 23<sup>rd</sup>, and for a period of at least 2 weeks;

1. Please note that things are very fluid, and we will probably have to make ongoing changes. Kindly check our website on a regular basis for updates.
2. Our employees will be working remotely, from their homes. Because of the slowdown in events being held, based on the CDC guidelines, we are changing our regular business hours to MON – FRI, from 9AM to 4PM. We are tentatively discontinuing our Saturday hours.
3. We will consider our showroom/offices to be closed to the public.
4. Our Emergency phone number is still available 24/7 for use, if you are having trouble with any rental equipment you may have. 330-737-1227
5. You will still be able to call our phone number and e-mail our staff as always, and they will be ready to respond. We are using technology to have our office number forwarded to our staffs' cell phones and they will be answering when possible, but you should expect to either talk with someone directly, or be able to leave a message and get a response from someone within 24 to 48 hours, depending on when you call. If we have not responded to you in a timely fashion (1 hour during our Open Hours), please email us at [info@cantonchairrental.com](mailto:info@cantonchairrental.com).
6. Customers can continue to call to get quotes, place orders, adjust orders etc. Our staff will have access to our rental software remotely and can put orders into our system, or make changes to current orders and would be able to email copies of those orders to you for review.
7. If the governing bodies still allow, our warehouse staff will be at the ready for orders that may need delivered quickly or picked up quickly. For example, we have had a few calls recently for companies inquiring about have a small tent placed at the entrances into their facilities. We stand ready to fulfill such orders and/or similar orders for any of our rental equipment, as long as the governing bodies are allowing such orders to be executed.
8. We will keep you updated on any changes to the information provided above.

Our mission is to work through this together and to be a resource for you, our customers, vendors and friends, in any way we can, while doing our part in stopping the spread of this virus!

We are all in this together and we will come out stronger.

Tim Maloney, President/Owner  
Canton Chair Rental