

## Temporary Drive-Thru-Only Service

Dear Valued Customer,

As you are aware, the current state of COVID-19 discoveries are constantly evolving. With many local governments issuing self-isolation acts, it is important at Lennox that we take extra steps to help eliminate exposure to our employees and customers as health and safety is our number one priority. We are now seeing areas mandating “shelter in place” orders for non-essential business. Often times, HVAC business is considered essential; therefore, we will continue to service the community by temporarily implementing a drive-thru-service-only option for all stores throughout our network effective when stores open Friday, March 20th.

During this transition of drive-thru service, we have defined a process for our Stores network to follow in order to minimize disruption to our customers. The drive-thru process will be as follows:

1. We request that customers call their designated store thirty minutes before arrival. This will allow for staging of product so we can readily service you. Please do not have orders staged for next day pick up.
2. Once the customer arrives at the store location, call the store or drive to the warehouse ramp and prepare for loading. We ask that you identify where you wish the product to be loaded and open any doors. The employee will then load your vehicle and leave a pick ticket for your signature. Before you leave the store, please sign the pick ticket and place it in the designated bin. This process will allow us to practice social distancing.

We have also provided communication to our Supply Chain/Distribution, Customer Service, and Technical Support teams to assist us if needed.

We strongly encourage customers to utilize Lennox Pros for placing orders and utilize your open account or credit card for payment. This will help eliminate cash handling allowing us to avoid potential exposure; however, we will continue to accept cash at this time. If paying with cash, exact change is appreciated, but

not required. We will ask that you place any cash or checks, in an envelope that you will mark with your company name. There will be a bin for envelope collection and we will collect and process with each transaction. Additionally, we will still be answering our store phone lines and we encourage customers to utilize their designated Store email address.

Lennox Stores will operate Monday – Friday, 7:30 AM to 4:30 PM only. Our after-hours lines will also remain in effect for emergency service only.

As always, thank you for your business and we appreciate your cooperation. We will continue to keep you abreast of any changes.

Thank you,

A handwritten signature in black ink that reads "Lanessa Bannister". The script is cursive and fluid, with the first letter of each word being capitalized and prominent.

Lanessa Bannister

VP, Lennox Stores