

COVID-19 UPDATE

November 18, 2020

POWER. PROTECT. PLAN.

POWER

While masks, gloves and barriers define our physical spaces NO ENEMY can change our hearts! We are strong. We are agile. We are Hard Rock Stone Works, and we will continue doing business with the same integrity and heart that's always defined us.

PROTECT

Now Online for Quotes, Inventory and More

- Complete, live inventory of ALL STONE is ALWAYS available at hardrockstoneworks.com.
- Online quotes are available and encouraged.
- Virtual guided appointments are also available – Stone specialists can virtually “walk with you” through our warehouse and recommend stone choices based on your needs and style.

For Warehouse and Showroom Customers

- All spaces are cleaned hourly with *Stone Defender*, our commercial-grade cleaner PROVEN to kill viruses and bacteria.
- Private appointments available NOW for both Sterling Heights and Troy locations, please call 586.788.1993.
- All in-person showings are limited and controlled per COVID guidelines.
- Stone Specialists wear gloves and masks.
- Complimentary masks and gloves are available to you.

For In-Home Appointments

- Uniformed Hard Rock Stone Works employees wear masks and gloves as well as practice social distancing to the best of their ability.
- All equipment and surfaces are cleaned before and after each appointment using *Stone Defender*, our commercial-grade cleaner PROVEN to kill viruses and bacteria.

For Hard Rock Stone Works Employees

- Masks and gloves are available throughout all of our facilities
- Cleaning and disinfecting common areas with *Stone Defender* regularly

PLAN

Timing May Vary, Premium Quality Remains

- Please know we're doing everything in our power to deliver your job as quickly as possible. That said, lead times are fluctuating daily, and we are no longer within our 2-week range. Still, rest assured, we're making EVERY EFFORT to work as efficiently as possible.
- Your Stone Specialist will work closely with you to communicate any timing challenges.
- Thanks to our large inventory and excellent reputation, we're still leading the market in turnaround times and premium stone quality.

