

Tidewater Power Equipment Will Call Guidelines

EFFECTIVE MARCH 19,2020

As we continue to navigate the course of Covid-19 and its impact on business around the country, we want to communicate our business practices and the operational changes you may see from Tidewater Power Equipment Company. Effective immediately, there will be new guidelines for Will Call pickup at our Norfolk Warehouse. Our focus during this time is clear, to minimize risk to our employees and to our customers while still providing a high level of service.

Warehouse Will Call guidelines:

- Customer rings Will Call/warehouse door bell
- Warehouse representative will meet them at the door
- We will confirm customer order and bring to Will Call lobby
- Customer will sign will call book located confirming pickup
- If the item is too large to fit thru will call area, then we will instruct customer to sign the book and meet us at dock door number 8 and we will bring the item to them via forklift

