

FREE DELIVERY & CURBSIDE PICKUP

March 20, 2020



To Our Valued Customers:

It is critical from now into the foreseeable future to do our part in slowing the spread of COVID-19. With 21 branches located throughout the State of Maine, each are uniquely relied upon to provide essential services in their respective communities. It is our goal to minimize customers physically entering our stores to reduce potential exposure between customers and employees.

We strongly encourage you to place your orders via phone, email or text and utilize our **Free Delivery Service or our **Curbside Pickup** option for in-store items.**

The temporary practices listed below are being enacted:

Curbside Pickup for In-Store Items:

- Place your order over the phone, email or text, and it will be fulfilled as requested.
 - For building materials located outside, the normal yard order fulfillment process will continue.
- Call the store or your salesperson to notify them of your arrival. Your order will be brought out to your vehicle.
- Payments can be made over the phone or your Hammond charge account can be used.

Each store is set up uniquely different in regards to business process operational flow. The "spirit and intent" is for each branch to minimize as much contact between customers and employees as possible.

No Contact Deliveries:

- Our drivers have been instructed to have zero physical contact with customers. Materials will be placed in an accessible area while maintaining a minimum of 6 feet of separation.
- Our drivers will not obtain physical signatures; they will record the first and last name of the person accepting delivery along with the date, time and any exceptions. Your copy of the receipt will be left with your materials.
- When setting your order up for delivery, our salespeople and shippers can work with you to coordinate the best place for your product to be dropped off.
- We will continue to deliver to jobsites in the Rough Construction Phase. However, our drivers and salespeople will not be entering any finished homes in the Owner Occupancy Phase.

Jobsite Consultation Visits:

- Until further notice, our salespeople will no longer be conducting jobsite consultation visits to finished homes. Our salespeople will still be able to serve you as normal via phone, email or text at any time. If available, FaceTime, Skype or any other teleconferencing can be used as a method of communication.

Weekend Hours:

Saturday, March 21 & Sunday, March 22: all 21 stores will remain **OPEN** during their regular weekend schedule

Saturday, March 28 & Sunday, March 29: all 21 stores will be **CLOSED**

Saturday, April 4 & Sunday, April 5: **TO BE DETERMINED** at a later date

All 21 stores will remain open during their regular weekday hours, however some of our locations may be short-staffed due to employees working from home or school closures. We will continue to work together as one team to provide for the safety and security of our employees, customers, homes and communities. We are continuously monitoring the global pandemic and understand our circumstances could require adjustments at any time.

Our team remains focused and ready to assist you in every way we can. On March 18, 2020, Governor Mills recommended that non-essential, public facing businesses close for two weeks to minimize public gatherings. However, in doing so, the Governor specifically excluded businesses that provide "**essential services**" to the community, including businesses such as ours in the **Construction** and **Home Repair and Hardware** industries.

I have attached a list of contact information for each of our branches. Please do not hesitate to contact us with any questions or concerns. Thank you – we appreciate our loyal customers, your understanding and cooperation.

21 LOCATIONS ACROSS MAINE

Auburn • Bangor • Bar Harbor • Belfast • Belgrade • Blue Hill • Boothbay Harbor
Brunswick • Bucksport • Calais • Camden • Cherryfield • Damariscotta • Ellsworth
Fairfield • Farmington • Greenville • Machias • Portland • Rockland • Skowhegan

WWW.HAMMONDLUMBER.COM

Sincerely,

A handwritten signature in black ink that reads "Michael J. Hammond".

Mike Hammond
President/CEO

mhammond@hammondlumber.com

Our 21 Locations & How to Contact Us



**We Deliver
STATEWIDE***

*Just let us know and we can get
what you need when you need it
and where you need it!*

**Hammond
Lumber Company**

21 LOCATIONS ACROSS MAINE

Auburn • Bangor • Bar Harbor • Belfast • Belgrade • Blue Hill • Boothbay Harbor
Brunswick • Bucksport • Calais • Camden • Cherryfield • Damariscotta • Ellsworth
Fairfield • Farmington • Greenville • Machias • Portland • Rockland • Skowhegan

WWW.HAMMONDLUMBER.COM

*An additional fee will be applied
to deliveries made beyond our
regular service area. Please call for
details.

Blue Hill: (207) 374-2814

BlueHillSales@hammondlumber.com

Boothbay Harbor: (207) 633-4474

BoothbaySales@hammondlumber.com

Brunswick: (207) 729-9924

BrunswickSales@hammondlumber.com

Bucksport: (207) 469-7313

BucksportSales@hammondlumber.com

Calais: (207) 454-2576

CalaisSales@hammondlumber.com

Camden: (207) 236-3371

CamdenSales@hammondlumber.com

Cherryfield: (207) 546-7384

CherryfieldSales@hammondlumber.com

Damariscotta: (207) 563-1200

DamariscottaSales@hammondlumber.com

Ellsworth: (207) 667-7134

EllsworthSales@hammondlumber.com

Fairfield: (207) 453-7322

FairfieldSales@hammondlumber.com

Farmington: (207) 778-3518

FarmingtonSales@hammondlumber.com

Greenville: (207) 695-4583

GreenvilleSales@hammondlumber.com

Machias: (207) 255-3328

MachiasSales@hammondlumber.com

Portland: (207) 771-8880

PortlandSales@hammondlumber.com

Rockland: (207) 596-6205

RocklandSales@hammondlumber.com

Skowhegan: (207) 474-8122

SkowheganSales@hammondlumber.com

Auburn: (207) 784-4009

AuburnSales@hammondlumber.com

Bangor: (207) 945-9416

BangorSales@hammondlumber.com

Bar Harbor: (207) 288-9756

BarHarborsales@hammondlumber.com

Belfast: (207) 338-4080

BelfastSales@hammondlumber.com

Belgrade: (207) 495-3303

BelgradeSales@hammondlumber.com

You can also contact: Sales@hammondlumber.com