

## **MONTALE will be opening for pick-up and delivery business on Wednesday April 8<sup>th</sup>.**

We will continue to remain in compliance with the CDC guidelines for the COVID-19 crisis. MONTALE is promoting the strongest effort to protect and keep our employees and customers safe. Our employees have been, and will continue to be, updated on the current standards and precautions set forth by the CDC, and they have been directed to follow them without exception. Please be assured of our absolute commitment to caution regarding everyone's safety, and to continue business operations to support our customers.

Below are temporary procedural changes to comply with social distancing requirements. Our new procedures will slow everyone down a little bit. We really appreciate your patience and understanding as we all navigate through these challenging times! **A minimum of 6 feet must be strictly maintained between all staff and customers with no sharing of objects!**

### **1. Ordering Plants**

- a. Please call or email ahead to place your orders and arrange pick-up or delivery of your plants.
  - i. Typically, a 24-hour advanced notice is required to pull and compile your order.
  - ii. Our phones are very busy so sending orders via email to [info@montalegardens.com](mailto:info@montalegardens.com) will be the fastest way to get them into our system.
- b. We will email your office the Acknowledgement and Packing Slip.
- c. If you do not have a credit account established with terms, or are COD, payment will be required by credit card prior to pick-up or delivery.
  - i. We will not be accepting cash or check payments during this time.

### **2. Visiting /Tagging Plants**

- a. Please call ahead to schedule and coordinate your visit.
- b. Unfortunately, we will not be able to accommodate you if you do make your arrangements to visit in advance.

### **3. To Pick-Up Plants at MONTALE**

- a. Please print the Packing Slip and give to your driver for pick-up.
- b. When you arrive at MONTALE, customers should stay in their vehicle and call the office for direction.
- c. A member of our loading staff will meet and direct the driver to plant staging area and load your vehicle.
  - i. Driver can exit vehicle to watch loading, count, and check off plants on their Packing Slip.
- d. Driver to sign and take a picture of the Packing Slip acknowledging plant types, counts, and acceptable condition or document any necessary adjustments.
  - i. Email the signed Packing Slip to [info@montalegardens.com](mailto:info@montalegardens.com) and be on your way.

### **4. Deliveries to our Customers**

- a. Please print the Packing Slip and give to your jobsite or yard supervisor for delivery.
- b. The driver will arrive at your scheduled location and unload your plants.
- c. The customer will verify the count with the driver and check off plants on their Packing Slip.
- d. The customer will then sign and take a picture of the Packing Slip acknowledging plant types, counts, and acceptable condition or document any necessary adjustments. Email to [info@montalegardens.com](mailto:info@montalegardens.com)

We are looking forward to a busy spring season at MONTALE, but the health, safety, and welfare of all will remain our primary motivation. We continue to evaluate the crisis information as it changes daily. If necessary, we will adjust our procedures accordingly.

**We thank you for your business and appreciate your patience and understanding during these difficult times!**

From all of us at **MONTALE WHOLESALE NURSERY**

