

### **03/27/2020**

- As of Monday, March 30 - we've temporarily changed our hours to 9a-6p. This allows our staff needed time off.
- Stay Healthy: use our curbside pick-up when you can. Online orders are accepted 24/7 & phone orders during open hours: call 715.378.2860
- As much as possible, please use a credit or debit card for your purchase. Limiting cash transactions is a healthy option right now.
- When shopping, PLEASE limit groups to just two people. This helps us comply with CDC "social distancing" guidelines

### **03/25/2020**

We are on the list of essential businesses and are currently operating at normal business hours. Please use our website when possible to pre-order for curbside pickup or delivery.

### **03/22/2020**

UPDATE – Distance shopping options now available at Solon Mercantile. Call us (715.378.2860) or visit [www.solonmercantile.com](http://www.solonmercantile.com) to place an order. Three new ways to get what you need from The Merc:

- 1) Pick-up in store.
- 2) Curbside pick-up (we'll run out to your car with your goods).
- 3) Delivery within 10 miles.
  - ⇒ Orders placed by 2pm – delivered same day. All deliveries are left by door
  - ⇒ Delivery window is 2:30pm – 5:30pm. Specific times cannot be guaranteed.
  - ⇒ Delivery available within 10 miles. Minimum order for delivery is \$25 (pre-tax)
  - ⇒ \$5 fee applies to each delivery (waived if order exceeds \$100 pre-tax).

**Help us spread the word by sharing the information. Thank you!**

### **03/18/2020**

With the velocity of change in regard to fighting the COVID-19 virus, we believe we will have to make some changes to the way our business operates until our nation is able to "flatten the curve" of outbreaks. We are in the process of creating pickup and home delivery options for our customers. This website along with Facebook will be the best places to stay apprised of changes as we implement. Please know, we believe it is our role and responsibility to prioritize two things: the health and well-being of our customers and employees while also providing needed merchandise so you can remain healthy in your

home during this time. We will remain open and operating as long as it is an option. Our plan is to find the best possible solutions to continue to serve our great community! If you choose to visit Solon Mercantile, please take time to read the “best practices” notice we’ve posted on our entrances – simple things we can all do to keep our community healthy. Solon Springs Mercantile is proud to serve our community and provide needed supplies during this time of uncertainty.

**03/18/2020**

### **FRONT DOOR MESSAGE**

Solon Springs Mercantile is proud to serve our community and provide needed supplies during this time of uncertainty.

In order for us to retain this privilege, we need you to do a few things to keep each of us safe and virus free:

- When shopping , PLEASE observe recommended ‘social distancing’ practices. This means keeping 6 feet or more between individuals as much as possible. Limit groups to just two people.
- We are sanitizing surfaces consistently throughout the day – BUT, we cannot sanitize everything. Please practice more looking and less touching until the COVID-19 threat has passed.
- At this time, we all feel a bit “stir-crazy” as schools, churches and businesses where we socialize are closed. This is for the health and safety of us all: please do not make unnecessary trips to the Mercantile. Keep your children home for safety.
- We are working on solutions for curbside pick-up and delivery.

We appreciate your understanding that, as a customer, your Mercantile experience may feel different as we navigate through this time together. We believe it is our role and responsibility to prioritize two things: the health and well-being of our customers and employees while also providing needed merchandise so you can remain healthy in your home during this time.

Help us help you during this unusual time by following these basic guidelines to keep each of us healthy and safe.

*Thank you!*

**03/17/2020**

With the velocity of change in the dynamics of fighting the COVID-19 virus it is obvious that we will be making some changes to the way our business operates over the next few weeks. We are reviewing the possibility of the hours we will maintain, the opportunity for curb side pick-up at the store, along with a delivery service to those who cannot or choose not to leave their homes. This website along with Facebook will be the best places to stay apprised of our changes as we implement them. Please know we will only close if forced to close. Our plan now is to come up with the best possible solutions keeping in mind the health and well-being of our staff to continue to serve our great community.

**03/15/2020**

Regardless of how you feel about the COVID-19 pandemic and people's reactions to it, it costs us next to nothing to be thoughtful, extra diligent, and as responsible as possible while continuing to provide exceptional service to our clientele. We are in a time when procuring cleaning and sanitation products has become increasingly difficult. We will continue to work with our suppliers to bring necessary merchandise to Solon Springs as available. The health and safety of our employees and customers is our highest priority. Until there is a better understanding of COVID-19, its incubation period and its transference pathways, we plan to:

- • Enhance our cleaning and sanitation schedules for store counters, credit card terminals, bathrooms and other public spaces
- • Be obsessive about handwashing and ask that all our customers do the same
- • While we do clean and sanitize our register areas throughout the day, please feel free to use our self-serve pay terminals for debit, credit, Apple and Samsung pay if you would like to reduce cash handling.
- • Use our Facebook posts to provide regular updates regarding any changes to these practices or product availability.

And of course, if you are feeling sick - especially if you have recently traveled from an area where there has been an outbreak - please consider others in your choice to stop at the Mercantile. We promise to do the same.