



**INDEPENDENT**  
MECHANICAL SUPPLY INC.  
*Obsessed with Exceeding Expectations*

## UPDATE TO OUR COUNTER SERVICE OFFERINGS

5/15/2020

### COUNTER RE-OPENING

**\*All our counters will re-open for pick-up service Tuesday May 19<sup>th</sup>.** Additional protective measure will be put into place protect both our staff and customers. Such additional measures will include PPE counter screens, customer handwashing/sanitation stations, social distancing practices limiting the number of customers granted access indoors at one time.

**\* “Call ahead” pick-ups are still our preferred method when possible.**

### SATURDAY COUNTER PICK-UPS RE-OPENING

**\*All counters will reopen Saturdays May 23<sup>rd</sup>, regular hours apply. 7:30 am-12 pm.**

All Independent locations are open and are taking all the necessary precautions to provide a safe environment for both our customers and our staff. **Continuing to service our customers is a priority!** We continue to offer and operate with the same dependable inventory levels , business and shipping hours. Our pick-up counter services will re-open Tuesday May 19<sup>th</sup> across all locations. Our 24 HR emergency opening offering remains the same and available to all customers. We still encourage customers to call in your orders in advance so that we can have your material ready and waiting for you. We encourage customers to phone in or email their returns list to our inside sales team so that they can be entered for processing and pick-up as soon as possible. We want to thank you for your understanding and continued support. We look forward to servicing your needs and wish you and your families well.

### Customer Orders:

*\* Delivery vehicles and Pick-Up Counters are operational at all locations*

### Placing Orders

- Our order staff at IMS is ready to take your orders via fax, email, or text messages. When texting your order, please ensure you send your texts to our main office line @ 416-679-1048. Our texting software initiates a texting conversation immediately. You will receive an order confirmation once your order is received and processed.
- In the best effort to limit interaction, we recommend all customers utilize our delivery

310 Carlingview Drive, Toronto, Ontario, M9W 5G1  
8 Milner Avenue, Scarborough, Ontario, M1S 3P8  
2190 Winston Park Drive, Oakville, Ontario, L6H 5W1  
☎ 416 679-1048 📠 416 679-0848

services where possible. Our drivers are maintaining distancing to reduce risk. Cooperation is expected in this situation.

#### **Direct Contact Information:**

- **Telephone: 416-679-1048**
- **Fax: 416-679-0848**
- **Order Desk: [ogr@imechsupply.com](mailto:ogr@imechsupply.com)**
- **Heating Sales: [hss@imechsupply.com](mailto:hss@imechsupply.com)**
- **Project Quotations: [pqr@imechsupply.com](mailto:pqr@imechsupply.com)**

\*The majority of our IMS sales staff is working remotely. Therefore, we encourage customers to email orders and inquiries to the direct addresses provided.

#### **Counter Pick Up Orders**

- **All our counters will re-open for pick-up service Tuesday May 19<sup>th</sup>**
- Customers will be able to pay for their material using our wireless payment terminals.
- Cash will no longer be accepted as a method of payment. For our Rexdale (310 Carlingview) location.



#### **Customer Returns**

- All customer returns, counter drop off and pick-up, have been **temporarily suspended**. We will be reviewing this position and updating you regularly.

Moving forward, we will continue to monitor and evaluate the situation and communicate all changes to our daily operations service offerings.

Thank you for your continued support and understanding and we wish everyone the best in these trying times. Please stay safe!

#### **Independent Mechanical Supply**

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