



To Our Valued Customers:

We'd like to take a moment and connect with you directly as the coronavirus (COVID-19) continues to impact our community, our customers, and our employees.

The well-being and safety of our customers and our employees is our top priority and will always be at the heart of every decision we make.

Orville's Home Appliances is following guidelines from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and other local and national health organizations.

We are dedicated to actively keeping our employees updated on preventative practices and preparedness plans recommended through the CDC. We continue to receive the most up-to-date information and are taking the following actions to date:

1. Our stores have been stocked with appropriate and effective cleaning supplies and we have increased the frequency of scheduled cleaning and sanitization across all stores, our warehouse, and employee offices. We are actively cleaning common areas in our stores like counters, registers, devices and restrooms.
2. Our employees are taking precautionary health measures, including CDC-recommended handwashing health, social distancing, staying home when sick and pausing all non-essential travel.

While we will all be making adjustments to the way we live and work, we are committed to making it easy and safe for you to get the appliances you need, whichever way you feel the most comfortable. We offer online shopping at orvilles.com and the ability to schedule free drop-off delivery, same-day pick-up at our warehouses in Lancaster and Greece, and next-day pick-up at any of our store locations.

We wish you continued good health and thank you for placing your trust in us.

Sincerely,
The Orville's Family

