



June 2020

## Welcome back, we missed you !

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Dear Client,

It is with great pleasure we welcome you back to work, and more importantly trust that you and your loved ones are well.

The period we are going through is shaking up our daily lives. It forces us to redefine both our working methods and future interactions as a result of this pandemic period. This is why the Mood eyewear team worked since mid-March to define new internal guidelines and for our visits at your offices.

Here are the actions we are taking to ensure the health and safety for all those who work and collaborate with us:

### At our distribution centre:

- Superior hygiene measures to ensure safe handling of products.
- Social distancing in our office to prevent transmission of the virus.
- Employees will work at alternate times to respect the social distancing requested by our various levels of government. With less staff on site, it may take us a little longer to process your requests. We kindly ask for your patience and understanding during this time.
- Scheduling your visit in advance if you need to come to our offices.
- Changes to returning goods to our office to further protect our employees. Your sales representative will share the new measures at your next appointment.

### During our visits to your office we will:

- Move to appointment-only visits;
- Respect and follow all of your health and safety protocols;
- Wear a mask and ask that you also wear one;
- Wear gloves if we are unable to wash our hands at your office;
- Ask that you wash your hands before you handle the frames;
- Disinfect each frame you request to try on before and after. We will limit handling the frames as much as possible to take less of your time in our visits;
- Be as efficient as possible as we know the new measures will consume a lot of your time and energy;
- Be open to your comments to further improve our efficiency and health measures;
- Offer proactive inventory management during this period if you wish to limit in-person meetings with our representatives;
- Offer you enhanced billing terms, for a limited period, to allow you to restart your sales.

Our representatives will also schedule virtual meetings to show collections if you prefer, and will continue to be flexible in accommodating the time that works best for you.

We recognize that you have many choices when you select lines for your business and thank you for choosing us. We look forward to meeting with you soon and wish you a safe and smooth journey back to business for you and your team.

**The MOOD Eyewear team, [www.moodeyewear.com](http://www.moodeyewear.com), 1.800 515.6695**