



COVID-19 Updates for **The Star Supply Company**

LAST UPDATED: Friday June 5th, 2020

We are pleased to announce that as Connecticut has begun the re-opening stages of the state, we will also be reopening our showroom counter beginning Monday June 8th, 2020 for all of our customers' needs as busy season approaches. We are operating our full business hours of 7 AM – 4:30 PM, Monday – Friday, as well as 8 AM – 10 AM on Saturdays. As always, the safety of our customers, employees, and the community at large is of our utmost concern, and we ask that everyone take the necessary precautions to respect a 6FT distance from others, sanitize upon entry, and wear a mask while in our facilities at all times. Together, we can help stop the spread of the virus and have a productive summer. We appreciate you and your businesses. Please reach out to me, or any one of my team members, if there is anything else we can do to support you at this time.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Cohen", written in a cursive style.

Greg Cohen
President



COUNTER (Updated)

As of **Monday, June 8th**, our counter will be **OPEN** for business during our normal business hours of 7 AM – 4:30 PM Monday - Friday, as well as Saturdays from 8 AM – 10 AM. We ask that you wear a mask, sanitize upon entry, and respect a 6 FT distance at all times. Everyone's combined efforts will help us do our part in preventing the spread of the virus!

To ensure you feel comfortable and safe, we will also be continuing our curbside pick-up, available during our normal business hours of 7 AM – 4:30 PM Monday – Friday and 8 AM – 10 AM Saturdays, where you can call our main phone line at 203-772-2240 to place your order in advanced and we will bring it out directly to your vehicle upon arrival. See "**Curbside pick-up**" below for simplified ordering instructions.

We also have our secure night pick-up room where your order remains safe until you can come pick it up. Simply place your order between the hours of 7:00 AM – 4:30 PM Monday – Friday, and 8 AM – 10:00 AM on Saturdays, and you can come pick it up at any time with our secure night pick-up code!

HOURS

We are open Monday – Friday, 7:00 AM – 4:30 PM

We are open Saturdays, 8:00 AM – 10:00 AM

We kindly ask any vendors or other visitors to make appointments before coming in so that we can abide by the necessary social distancing practices.

As soon as this information changes, The Star Supply Company will notify you via email, on social media, and on our website (www.star-supply.com).

CURBSIDE PICK-UP

Call, email, text, or use our website (www.star-supply.com) to place your order.

Call or text us upon arrival and we will bring your order out to your vehicle!

Should your order be on a COD basis, please feel free to call in advance, and we can process your credit card over the phone to save you time.



KEY WAYS TO CONTACT THE STAR SUPPLY COMPANY

Call / Text	203-772-2240
Office Fax	203-865-7827
Sales Fax	203-772-1040
Purchasing Fax	203-773-4653
Website	www.star-supply.com
Web Order Assistance	web_ordering@star-supply.com
Facebook Handle	@TheStarSupplyCompany
Instagram Handle	@TheStarSupplyCompany

WEB ACCESS

We strongly encourage you to establish an online account, if you have not done so already. Having an online account will provide you the many conveniences for your everyday needs, in the chance that Star Supply, or you, our loyal customers, will have restricted use of our facilities.

Here are some steps you can take now:

1. Confirm you have online access to www.star-supply.com
2. If you do not have an account, visit www.star-supply.com and request a login (click on “Register” at the top of the page). You will be provided with login credentials as soon as possible, but no later than 24 hours of submitting.
3. Once on the website:
 - a. Confirm you can access: My Account / Pay Online
 - b. Submit a test payment at the Pay Online
4. Do not hesitate to contact a member of Star Supply for assistance with the website. You can contact us via phone, by email [here](#) or by visiting Contact Us on our website and selecting “Web Ordering.”

If you have an online account, please assure you have the proper authorizations established in order to access your account and make payments

Use our Website for:

<u>Sales & Service:</u>	<ol style="list-style-type: none"> 1. Check pricing & availability 2. Place Orders & Bids
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<u>Office:</u>	Access to View & Print Invoices & Statements
<u>Payments:</u>	Our online payment option allows you to make payments via ACH, directly from our website (My Account / Account Review / Pay Online)