



# GEOSYNTHETIC SYSTEMS

(Division of 106007 Canada Ltd.)

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info@geosyn.ca

## To our valued customers and business partners:

First and foremost, I hope this email finds you healthy and well in these uncertain times. I know you all have more pressing needs than to read another email about this, so I'll keep this as brief as possible.

In order to best manage exposure to both our team and our customers, we have implemented some changes for receiving and processing your orders for the duration of the Covid-19 outbreak, so that we can continue supplying you with the products you need to keep your job sites running.

## Please note the following changes to our service policy:

- **CURRENT HOURS**
  - o *7am – 4pm Monday – Friday*
- **PLACING ORDERS** – When possible, please place your order before coming to our yard. Our customer service area is not open; customers arriving will be required to remain in their vehicle and call in the order if it has not already been placed. We ask that customers remain in their vehicles during loading.
  - o *By phone (613-733-9585)*
  - o *By text (613-733-9585)*
  - o *By email ([connor@geosyn.ca](mailto:connor@geosyn.ca))*
  - o *By fax (613-733-3795)*
- **PAYMENT OPTIONS**
  - o *Account customers*
  - o *Credit card*
  - o *E-Transfers*
  - o *(no debit/Interac or cash accepted)*
- **ORDER DELIVERY**
  - o *Orders for delivery will be processed as normal.*

We are currently operating with a skeleton staff; our number one priority is to keep them safe and healthy. We will do our best to continue the service you've come to expect, and thank you in advance for your patience and understanding in the days and weeks to come.

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