

To our customers,

We are still open for business. SOL has been defined as a company that provides “essential” services and we will continue to be open during regular hours.

During this unprecedented period, SOL has been working diligently to provide our customers and employees with the safest environment possible. That is why we would like to advise you of the steps we have taken to limit the spread of the virus and maintain the health of our employees and customers.

Below are changes to our services that have been in effect since March 20, 2020:

- We no longer accept customers' containers for any bulk purchases. You must use bags from the store.
- When buying bulk, customers must wear the disposable plastic gloves that are provided.
- Customers are asked to remain at least 2 meters from other individuals at all times, in keeping with social distancing guidelines. We have posted a sign at the entrance to the store, as well as diagrams within the store, and if necessary, we will provide verbal reminders to customers and our team members. (We have noticed customers reminding each other.)
- A hand sanitizer is available for customers, located at the entrance beside the shopping carts.
- Our employees must wash their hands every half hour.
- **Transactions at the cash:** We have installed a plexiglass screen at every cash register to protect both our employees and our customers. Also, cashiers must sanitize their hands in front of customers before each transaction (to reassure everyone) and disinfect the debit machine keypad after every transaction.
- **Cleaning:** Every surface, including shopping cart handles, fridges and freezers, are cleaned several times a day

PRODUCT AVAILABILITY – Important message.

Given the increased volume of traffic in the store and the resulting increase in orders with our suppliers, it is possible that some of our products may be “temporarily” unavailable.

REMOTE ORDERS

We are offering a remote ordering service for those who are quarantined, have a compromised state of health and/or live alone and are unable to get to the store themselves. Below are the steps to be followed:

1. **Contact us:** By telephone (819)684-0512, or option 2, by email, using the “Contact Us” tab on our website.
2. **Payment:** Orders must be paid in advance by telephone. We only accept credit card payments. Restriction: Remote orders must not include any frozen products.
3. We will be charging a \$5 handling fee for any orders larger than 5 items.
4. **Picking up your order:** Customers are to call us before leaving home, or once they arrive in the parking lot, and we will bring the bags to their car if their health does not permit them to enter the store.
5. **Home delivery:** This service is not available at the moment.

VISIT OUR FACEBOOK PAGE

We are remaining up to date on all new developments in the current situation. We wish to thank everyone. Let's remain in SOLidarity!