



989.671.6500  
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[www.rowleys.com](http://www.rowleys.com)  
P.O. Box 1115  
Bay City, Michigan 48706

**COVID-19 UPDATE**  
March 23, 2020

COVID-19 “Essential Business” Compliance Update:

Rowleys Wholesale will remain open and will continue distributing products to those businesses permitted to operate under applicable laws as well as to support basic minimum operations as defined and permitted under applicable regulations.

In order to protect our team and the customers we serve, Rowleys Wholesale will be implementing additional precautions and safeguards as necessary and directed to comply with safety standards and protocols specified by local, state, and federal regulations.

**Effective Tuesday March 24, 2020**, we will remain open and accessible to customers as follows:

- Customer Service: 7:45 am to 5:00 pm EST Monday – Friday. Whenever possible, please contact our team remotely by:
  - *Phone*: 989-671-6500
  - *Fax*: 989-671-1400
  - *Email*: customerservice@rowleys.com
  - *Online*: [www.rowleys.com](http://www.rowleys.com); **ecommerce ordering available 24 / 7.**
- Delivery Schedule: Currently unchanged but subject to change without notice if required by law or staffing availability.
- Will-Calls: Monday – Friday \*Please limit to only such pickups as permitted under Michigan Executive Order 2020-21 and Ohio Director’s Stay at Home Order\*
  - *General Population*: 7:45-3:50pm;
  - **Vulnerable Populations**: **4:00-5:00pm**

We ask that our general and non-vulnerable “will-call” customers be conscious and considerate that we reserve these hours to accommodate those individuals more susceptible to COVID-19. Please arrive well before 3:50pm to permit appropriate spacing and cleaning to occur prior to 4:00pm.

Thank you,

The Rowleys Wholesale family