

Virtual Consultations

1. We will ask you if you have an I phone or an android.
 - a) If you have an I phone, we will use Facetime.
 - b) If you have an android, download Google Duo. If you are unable to do this, we can send you an invitation.
2. We will consult with you about product options. We can text you pictures of product, videos of lift systems, or can make an appointment for a time that the project manager is in the showroom and Facetime/Google Duo the products in our showroom.
3. When you know which product you want, we will schedule an appointment to come to your home.
4. On the day of the appointment, we will call you to make sure your household is in good health. If anyone is sick, the appointment can be rescheduled for a later date.
5. When we arrive at your home, we will wipe down sample books with disinfectant wipes and place them by your door. We will remain outside in our vehicle and answer any questions you may have about the fabrics through a phone/Facetime/Google Duo conversation.
6. You can use the app “Measure” by Apple or Google if you have no tape measure. You will give our project manager widths and heights of your openings for pricing ONLY. You will need to show the openings by picture or through the apps so we can make sure the product will work in your opening.
7. We will email a quote to you. If you wish to proceed with ordering, you will just need to reply to the email that you agree to the terms of that email. We will collect the deposit through Procharge for credit card transactions, or you can place cash/check outside your door.
8. The following is our safety measures to keep customers safe during the in-home visits.
 - a) All staff members are checking their temperature daily to ensure they aren't sick.
 - b) We wash our hands for 20 seconds with warm water before we arrive and will repeat in your home when we arrive.

- c) Upon arrival, we will use gloves upon request, or use any supplies you have that you wish us to wear, since supplies are scarce.
 - d) We maintain a social distance of 6 feet or more throughout the entirety of the appointment as we confirm measurements and also during the installation.
9. If you are purchasing blinds that the project manager can measure, the project manager will come to your door, use hand sanitizer and wipe down their devices, tape measure and ladder with disinfectant. They will enter your home when you open the door and ask to wash their hands, maintaining social distance of 6 feet or more.
 10. They will obtain production measurements and collect their samples.
 11. If you are purchasing shutters, or the job would normally be remeasured (90 degree butting blinds, heights greater than 10 feet, or other unique situations), you will be instructed to place the samples outside of your home. The project manager will pick up your samples and we will call you to set up an appointment with an installer to get production measurements.