

Miller's Furniture is firmly committed to helping protect the health and safety of our customers and employees, and to serving our communities. We are closely monitoring the changing situation, and complying with Public Health guidance for avoiding the illness.

Within the store

Our sales and customer service staff have taken every reasonable precaution to ensure a safe and comfortable shopping environment during this unusual time. Some of the protocols we have adapted include:

- Miller's Furniture will be limiting access to ONE door (the parking lot door) to minimize contamination.
- We will be limiting our 15,000+ sq foot showroom to 10 customers at a time.
- One-on-one shopping appointments after normal store hours and/or video appointments will be available upon request.
- Customers will be welcomed to the store, offered use of masks and/or hand sanitizer and allowed to shop without any employees or other shoppers entering their 6 foot "safety zone".
- Staff will be cleaning our stores 3 times daily: 10am, 2pm and 6pm. (This includes tables, doorknobs, light switches, countertops, handles, desks, phones, copiers, keyboards, computer mouse, credit card machine and high traffic areas.)
- Hand Sanitizer will be placed at the Entrance/Exit and at the point of sale area.
- Store staff will be washing their hands at least every hour.
- Furniture and/or mattresses will be disinfected with the sanitizing wand after customer interactions.
- Samples checked out will be disinfected via wipes or disinfecting wand upon return.

Outside of the Store

Our Delivery Professionals are taking a proactive approach to ensure the health and welfare of both our customers and associates. Some of the protocols we are taking are:

- Our delivery professionals and outside technicians are using hand sanitizers and protective gloves and will be performing truck cleanings daily.
- We are also open to additional precautions at the request of the consumer such as delivery to the door (instead of into the home).
- At the start and end of shift, all phones, tablets, and general tools will be wiped down using a disinfectant wipe
- Sanitary wipes will be used pre-delivery on the latch of the truck, wiping it down. Post Delivery the Delivery Professionals and Outside Technicians will use it to wipe down any door knobs that were touched.