

We're Open!



To ensure your health and safety...

Here at Pella New England, the safety and health of our customers and employees is our top priority. In accordance with the CDC and the integration of our own protective guidelines, Pella New England has created a COVID-19 Code of Conduct to ensure that our showrooms uphold the same values and procedures that we take such pride in while also maximizing the safety and health of others. It is with confidence that we at Pella feel that by putting these guidelines in place, we will be able to continue to successfully give our customers the Pella experience they deserve during this extremely difficult time.

We thank you for your loyalty and your business and we look forward to a bright future.

COVID-19 Code of Conduct:

- No more than 5 people are allowed in the showroom at the same time
- Every Pella employee is to wear a Pella branded mask when working with customers in the showroom
- All showroom surfaces are to be wiped down after each use and each working day
- Before leaving the showroom, all Pella New England staff is responsible for cleaning and sanitizing their workstations and throwing items away as needed
- Everyone must always remain 6 feet apart while inside the showroom
- 1 Brand Ambassador will be stationed at the front of the showroom and another will be stationed in the back of the showroom to maintain proper social distancing
- Only Brand Ambassadors and designated Pella employees are to handle any loose showroom samples and open any cassette showroom samples
- Every Brand Ambassador must wash their hands after each meeting with a customer, touching samples, community surfaces and after using the restroom
- All outside sales employees are to call the showrooms well in advance if they are planning on meeting a customer or sending a customer in the showroom for the Brand Ambassadors to pull or prep what is needed

If any Pella New England employee starts to feel ill or is showing as little as 1 symptom of COVID-19, that employee is to stay home and notify their manager immediately.