

Queen Vacuum

RE: COVID-19

3/22/2020

As a "home appliance repair facility" we *support* our domestic customers, as well as "essential" service providers like cleaning staff, by repairing and maintaining their vacuum cleaners. As a small retail store, we carry maintenance products for your vacuum like high-quality bags, belts and filters. We also carry extremely high-filtration vacuum cleaners specifically designed for allergy-sufferers and pet-owners.

We understand that many of you are confined to home and are doing your best to maintain a CLEAN and hygienic environment for you and your family.... We know this will be challenging for you.

As per New Jersey State Executive order #107 we are considered to provide "essential" products and/or services. Thus we vow to keep our storefront OPEN to you as much, and as safely, as possible.

We are a low-volume store on a regular basis (meaning we never have more than 2-4 customers at any one time.) However - to maintain the most hygienic environment for our staff (just owners, John & Rachel) and customers who must venture out for help/supplies - we are taking and requesting the following measures:

1. Please CALL IN ADVANCE of coming to:
 - a. very operating hours (we are always here 4 days per week, but may restrict hours further)
 - b. verify inventory
 - c. assessing the genuine need for visiting our storefront (and/or special pick-up practices)
2. We encourage the use of our ONLINE APPOINTMENT SYSTEM for
 - a. Vacuum Repair Drop Off
 - b. New Vacuum Purchases

VISIT: <https://queenvacuum.com/appointments>

This will allow us to *increase the time/space between customers* allowing for more comfortable purchasing distance and time to sanitize between visits
3. We are taking extra efforts **sanitize** our sales counter, point of sale equipment and drop off area before and after each customer visit. Same goes for the vacuums being repaired.
4. **If you already have a repaired vacuum cleaner here**, but have not been able to pick it up - or can only make it on days we are typically closed - please CALL to let us know your plans and/or needs.
5. If you are in dire need to clean but have no one able to assist you with pickup of a repair or supplies, please call! We may be able to make special arrangements to place products outside our door for pickup / ship supplies / or deliver the vacuum to your doorstep. (Payment can be made over phone via credit card.)
6. If you are in desperate need of a new Miele vacuum, or your **Miele brand vacuum's filter bags or its HEPA filter** and cannot get out, please utilize our secure website to purchase these items.
www.QueenVacuum.com/shop **Please call first if you're very local, we may be able to deliver.**

Thank you for all your support, cooperation during these difficult times. We are here to help as best as we can. Wishing you all peace, safety and good health!