



To Our Valued Pro Customers,

As the situation around the 2019 Novel Coronavirus (COVID-19) continues to develop, our paramount concern remains the same—it's for the health and safety of our customers and our associates.

We know people depend on your business, and you depend on us. That's why The Home Depot Pro is committed to supporting your business during this challenging time. In all municipalities that have "shelter in place" mandates, The Home Depot has been deemed an essential retailer and will remain open to serve our customers.

- Our Pro website and call centers are open
- Our stores* and distribution centers are open
- Our credit and merchandising teams are maintaining normal operations
- Our outside sales professionals are working remotely and remain committed to serving you

All of our Home Depot Pro distribution center branch showrooms and counters remain open for your pick-up needs.

To abide by social distancing recommendations, we ask that you place all orders to our Home Depot Pro distribution centers in advance of your arrival. There are three ways you can place an advance order:

1. Call your local branch
2. Contact our customer service team at **800-525-5000**
3. Online at [homedepot.com](https://www.homedepot.com)

Once you arrive, your order will be ready at our will-call bay door.

To ensure we are continually doing the right thing for our customers and communities, we are:

- Prioritizing orders for healthcare providers and first responders
- Working with our expansive supplier and manufacturing network to restock high-demand products as quickly as possible
- Following social distancing guidance in all of our operational facilities, including stores
- Implementing stricter sanitization protocol for our stores, distribution centers, trucks and equipment
- Offering "contact-free" deliveries at your business or job site

Our goal is to safely serve your business, and we will continue to keep you informed as this situation evolves.

If you have questions or concerns, please reach out to us at **800-525-5000**.

Thank you for all you do to support our communities and stay safe.

Sincerely,

A handwritten signature in black ink that reads "Juan P. Bueno".

Juan Bueno

Vice President, Sales, Home Depot Pro

*Excluding Puerto Rico stores