



“Zero Contact Shopping”

The wellness and safety of our customers and staff is of utmost concern to Vande Hey Company. For this reason, Vande Hey Company will utilize the following protocols regarding customer interactions.

Curbside Pickup Protocol

1. Vande Hey Company team members will wear gloves while handling all products.
2. Products ordered will be collected, packaged as necessary, and placed on a cart.
3. Carts will be numbered 1-4 for ease of pickup.
4. When customer arrives, they will call Vande Hey Company at 920.788.6344.
5. A Vande Hey Company team member will inform customer which cart their order is on (ie cart number 2) and wheel the cart out to the parking lot if it is not already outside.
6. Customer can then identify cart and load items into the vehicle.
7. If assistance is needed loading vehicle, social distancing practices will be used as much as possible and a Vande Hey Company team member wearing both gloves and a mask will assist you.
8. After a transaction is complete, a Vande Hey Company team member will disinfect the cart and prepare the next order.
9. If you have any questions regarding this protocol, please call 920.788.6344.

Delivery Protocol

1. Products ordered will be collected, packaged as necessary, and loaded into delivery vehicle by gloved Vande Hey Company team members.
2. Customers will be informed which day the products will be delivered along with an estimated time frame.
3. For products that are not cold-weather friendly (such as houseplants), customers will be notified via phone within 1 hour of delivery and called after delivery has been completed, in addition to being notified of the day and estimated time frame.
4. Customers should provide a detailed description of where products should be placed in order to ensure absolute satisfaction.
5. At no time will Vande Hey Company team members interact in-person with customers. All interactions should be via phone.
6. If you have any questions regarding this protocol, please call 920.788.6344.