



COVID-19 CUSTOMER STATEMENT (Updated 3.25.20)

Your safety and wellbeing remain top priority to us at Veridian Homes. We are following recommendations put forth by the CDC and are closely monitoring the spread of the overall COVID-19 situation. Please know that we are taking this very seriously, and we will continue to ensure a high-quality experience for you.

WHAT TO KNOW IF YOU PLAN TO VISIT OUR DESIGN STUDIO.

Currently, we are trying to practice social distancing and ask that you only enter the Veridian Homes Design Studio if you have a scheduled appointment with one of our team members. If you are planning to visit our Design Studio, we ask that you only enter the building if you can answer "No" to the following questions.

1. In the past 14 days, have you, or anyone in your home, been diagnosed with COVID-19?
2. In the past 14 days, have you, or anyone in your home, been in the same indoor environment with someone that has been diagnosed with, or is showing symptoms of, COVID-19?
3. In the past 14 days, have you, or anyone in your home, traveled outside the State of Wisconsin?

Should you need to self-quarantine, or simply wish to work with us remotely, we will continue to ensure a smooth virtual process for you. We are working with our Sales, Design and Construction teams to navigate through this pandemic in a calm and fluid manner. We are also increasing our remote access capabilities for our customers.

WHAT WE'RE DOING TO CREATE A SAFE ENVIRONMENT.

Your safety and wellbeing are top priority to us at Veridian Homes. We are following recommendations put forth by the CDC and are closely monitoring the spread of the overall COVID-19 situation. Our facilities are thoroughly cleaned each day. You will also find several hand sanitizers throughout the Design Studio for your access. The CDC recommends practicing the same habits you would to avoid the flu virus, such as washing your hands thoroughly for at least 20 seconds and practicing social distancing by 6' or more.

If you are working with an individual from our team that has been self-quarantined, or needs to stay home due to childcare responsibilities, you will be able to continue to work with them remotely, so long as they are feeling well and are able to do so. If that individual is unwell, or is unable to assist you, you will be reassigned to a different representative. We will ensure a smooth transition for you.

NON-EMERGENCY WARRANTY SERVICES WILL BE POSTPONED.

Any non-emergency warranty service work will be temporarily postponed until further notice. Emergency warranty service work is categorized as: Total loss of heat when the outside temperature is below 45 degrees; total loss of air conditioning when the outside temperature is above 85 degrees; total loss of electricity (Check with your utility company prior to reporting this to Veridian Homes); severe plumbing leak that requires the entire water supply to be shut off; total loss of water (Check with your water department to be certain the problem is not an area outage. For private wells, verify electrical and pump functions); gas leak (Contact your utility company immediately); non-functional water heater. If you have one of these emergency warranty services needed, please contact Homeowner Support at 608.226.3001.

VERIDIAN HOMES

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