



COVID-19 UPDATE

To Our Customers:

Over the past few months, our lives have been impacted by the spread of the Coronavirus. As the situation continues to evolve, we are following the recommendations of public health and government officials to ensure we are doing everything possible for our employees and our customers to remain protected.

Our showroom located at 4181 Dawson Street in Burnaby has reopened.

New Hours of Operation:

8:30AM – 4:30PM Monday to Friday (closed on Saturday, Sunday and Holidays)

Some of our new in-store health and safety measures include:

- More compact store layout
- Social-distancing guide markers and signage
- Hand sanitizer available throughout the store
- Protective plexiglass health guards at the cash desk
- Contactless payment
- Frequent sanitizing of surfaces at the cash desk and throughout the store
- Reduced customer capacity during busy times
- We recommend the use of masks in consideration of employees and other customers

ONLINE Ordering:

For your convenience, our website www.rpelectronics.com is open for online orders. Due to the high volume of incoming orders, we are experiencing some delay in the processing of orders – priority will be given to essential services orders. Most orders will usually ship within 1-3 working days. Please note that the shipping companies are also experiencing some delays with high the volume of packages they are currently handling. We will ship the best way using UPS/ Purolator or local carrier.

Door Side Pickup:

We will continue to offer door-side pickup and ask that you order online at www.rpelectronics.com, selecting Dawson pickup when placing your order. We will contact you by phone when the order is ready for pick up - usually within 2 hours. Pickup location is at 4181 Dawson Street Burnaby. Hours for pickup are from 8:30AM – 4:30PM Monday to Friday – (closed on Saturday)

For stock checks, assistance with online ordering and other questions, please phone (604) 738-6722 or email info@rpelectronics.com

Thank you
RP Electronics

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