



03.23.20

To our Valued Customers,

We have happily served customers for the last 35 years and now, during this time of uncertainty, we want you to know that we are still here for you. We know we are essential to your homes by helping you keep food cold, helping get that food cooked, keeping your kids connected for school, work, or you connected to work. We are committed to servicing your needs while also following the recommendations from the CDC and state officials. We must take additional steps in order to ensure the health and safety of you and our employees.

Social Distancing. We need to respect the recommendation of social distancing. We will:

- Limit the number of people in the store at a time to 5 people.
- Come to your car to get a payment if you alert us. Our phone number is on the door.
- Be requesting you pick up your merchandise or we drop it at your doorstep.
- Require social distancing if you MUST have it delivered into your home.
- Be cleaning every 2 hours and you should trust our environments are safe to shop.

Temporary Hours of Operation. We have also altered our hours of operations to help us adjust to a few less employees.

Hours of Operation

Monday	9am-5:30pm
Tuesday	9am-5:30pm
Wednesday	9 am-5pm
Thursday	9am-5:30pm
Friday	9am-5:30pm
Saturday	9am-5pm

Although we have changed our store hours temporarily, we continue to serve you 24/7 at www.r2o.com. You can make payments, shop, cash in rewards points, or chat with a representative.

Corporate Office: Countryside Rentals
P.O. Box 547 / 307 Maple Street
Bainbridge, OH 45612
p 740.634.2666 / f 740.634.2667





Door Drop Delivery. Because we know that some of you need us now more than ever, we also have created a new program for customers to get stuff you may need dropped at your door for \$10 bucks for the first 2 weeks. This is how a door drop delivery will work:

- Our delivery team arrives and will place your product safely, off the ground if necessary, at your door.
- They will knock, or ring the doorbell, and move a safe distance from the door.
- They will wait for you to answer and place your product safely inside before leaving.

We are ready to work with you. We have always tried to do all we can to get customers to own the product they have rented from us. It is more important now more than ever. We need you to contact us, talk with us, and tell us your situation. We know that everyone has a different one. We are here to help.

We will continue to monitor the situation and look forward to serving you better through these times. As a 35-year-old, 37 store company we are not going anywhere. You are stuck with us in your town and we sure hope you are ok with that.

Take care,

A handwritten signature in black ink that reads "Michael D. Tissot".

Michael D. Tissot
Owner, Rent-2-Own

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The Rent-2-Own better logo, identical to the one at the top of the page, positioned in the bottom right corner of the page. It features a black star with three curved lines trailing behind it, positioned above a red banner that contains the text "RENT-2-OWN" in white, uppercase letters. Below the banner, the word "better" is written in a lowercase, black, sans-serif font.