

Best Built In Centre COVID-19 Response

With growing global concerns around COVID-19 (“coronavirus”), we want to provide you with an update on our response to date and our commitment to you moving forward. The health, safety and well-being of our employees and clients is Best’s top priority and we are following the lead of Canadian public health authorities at this important time. We are committed to taking all appropriate measures to ensure our offices, staff, and clients are safe

Sadly, in times like these, we see an rise in security related issues, and therefore an increase in the need for our services. To meet the growing necessity for security and fire protection in homes and business during this crisis, and to provide support to the community, we are planning on remaining open and maintaining services, with recommended controls and measures in place, to reduce the spread of COVID-19.

1. All of our offices will remain open and will shift to online/telephone services wherever possible. This means we ask our clients to place their orders online, or over the phone. Orders placed before 3pm will be available for pick up in our offices the same business day;
2. To comply with social distancing in our showrooms, we will control access for pick ups and service by either providing curbside pick up, arranged pick-up, and/or limited client access to our showroom;
3. For all service, warranty, and in warehouse work, all products will be subject to 96-hour quarantine before we will be able to work on your product. Once this time period has elapsed, your product will be available the next business day (or the soonest possible if parts are required);
4. We would like to limit cash transactions at this time, and ask that all orders be paid for through credit card or debit;
5. We can no longer provide public washroom facilities;
6. Some of our stores will be reducing operating hours and increasing work from home

Our staff has been asked to stay at home at any sign of illness, and no staff member has been out of the country in the past 6 months. We have also enhanced our existing hygiene and health practices in our offices and for our staff. To protect yourself and others, we ask that anyone who is feeling unwell refrain from visiting our offices so that together we can ensure the safety and comfort of everyone.

We are always available at bestbuiltin.ca for inquiries including service and product purchases, and our monitoring station has several geographically diverse call centres available 24 hours per day, 7 days per week to serve our monitored clients. Additionally, as an independent, privately owned and operated business, Best’s offices are staffed by people dedicated to our business, and to the services that we provide, and we are confident that we will continue to provide the very best service to our valuable clients.

We continue to monitor this situation closely and will provide ongoing updates as needed, and we wish you security and safety, and look forward to seeing and hearing from you soon.