



CIVITAS Galleries, Ltd.
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UNITED STATES of AMERICA
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June 15, 2020

We are taking the following precautions during the COVID-19 pandemic for the safety of our staff and clients:

- All client visits are by appointment ONLY.
- Appointment times will be limited to a maximum of 45 minutes.
- Because of the small size of our showroom, we are requiring visitors to wear masks that cover the nose and mouth to enter. If you do not have a mask, a disposable one will be provided to you at no charge for use during your visit. If you are unable to wear a mask, we will gladly provide curbside service when appropriate.
- All of our staff are required to wear masks that cover the nose and mouth at all times while in the building.
- Any staff member or visitor who is displaying symptoms of COVID-19 will be denied entry to the premises.
- Appointments will be accepted for buying, selling or web order pickup only. We are not open for general browsing as we do not have any merchandise on display. We will gladly book appointments to view specific items of interest (i.e. items you saw on our website, or items that match your specific collecting interests such as Morgan silver dollars, Roman coins, etc.)
- We are limiting the number of people per appointment to two individuals (three individuals if two adults and one small child who cannot be left unattended).
- Hand sanitizer is available for use by our clients and staff.
- Surfaces will be disinfected before and after each appointment.
- If you are selling items, we will require detailed explanation or photos of your items prior to making an appointment. If the items are not of interest to us, we will decline to book an appointment to buy them. This will save you a trip and prevent unnecessary exposure to our staff. In

some cases we may even be able to provide you with an approximate offer based on your photos or descriptions, saving you time at your appointment.

- If you have too many items to evaluate within the 45 minute window, you may drop off your items for us to evaluate and we will call you when we have an offer ready for you. Depending on the quantity and type of items, turnaround time will vary. We will provide you with a time estimate based on the description/photos of your items you provide before booking your appointment.
- For curbside service when selling, please park in the spot immediately in front of our building at your assigned appointment time and call us at 608-836-1777. We will meet you at your car and pick up your items. We will take them inside for evaluation and our offer. We will return to your car with an offer. If it is acceptable, we will process paperwork (your ID may be required) and payment (for security reasons, only check payment is available for curbside service). If the offer is not acceptable, we will return your items to you.
- For curbside service web order pickup, please park in the spot immediately in front of our building at your assigned appointment time and call us at 608-836-1777. We will meet you at your car and collect your payment (or have you sign a credit card charge slip if payment was made in advance; ID may be required from unknown customers). Once payment has been processed, we will deliver your items to your car with an invoice/receipt.
- For obvious security and safety reasons, we cannot show merchandise in a curbside setting.

We understand that these changes in our service may be frustrating and not as efficient as "how we used to do it." We share your frustration. We do not enjoy having staff time being occupied by additional cleaning, procedural changes and the added expense of new equipment and cleaning supplies. However, we value the safety and wellness of our employees and clients above all else and we remind ourselves that this is only temporary. We are continually monitoring the situation and will be adjusting our procedures as time goes on, so please check our website for any updates to our procedures and available services. If our current procedures/services are not sufficient to meet your current needs, we fully understand and respect your choice to do business at a later date or with another firm that can meet your needs.

Sincerely,
CIVITAS Galleries, Ltd.