



PLUMBING ♦ HYDRONICS & HVAC ♦ INDUSTRIAL ♦ FIRE PROTECTION

**Head Office**  
7171 Jane Street  
Concord, ON L4K 1A7  
**Tel** 905 760 6800  
**Fax** 905 760 6801  
**Toll Free** 1 800 529 9805

**noble.ca**

March 24<sup>th</sup>, 2020

## **RE: Changes to Noble Operations**

Noble is dedicated to the health and well-being of our customers, teammates, and our collective community. In an effort to minimize the spread of Coronavirus (COVID-19), Noble is making important changes to our business operations. We will remain open for business and are committed to serving customers during these challenging times.

### **Product Returns:**

Noble will be discontinuing our acceptance of product returns until further notice. Neither branch returns nor job site returns will be accepted at this time. Valid returns will be accepted by Noble when the public health risk is diminished and we resume normal operating procedures.

### **Hours of Operations & Placing Orders:**

#### ***Noble Head Office (7171 Jane Street):***

Noble's Inside Sales Teams will be answering calls at our Head Office until 3 pm daily. Between 3pm to 6pm, customers can place orders through emails or by contacting their Noble Sales Representative directly. Please use the information below to contact our Inside Sales Teams:

- **Telephone:** 905-760-6800
- **Fax:** 905-760-6801
- Department **Emails:**
  - [Plumbing@noble.ca](mailto:Plumbing@noble.ca)
  - [Heating@noble.ca](mailto:Heating@noble.ca)
  - [Hydronics@noble.ca](mailto:Hydronics@noble.ca)
  - [Industrial@noble.ca](mailto:Industrial@noble.ca)

#### ***Noble Concord Branch (7171 Jane Street):***

The Concord Branch will be open Monday to Fridays from 6am to 10pm and on Saturdays from 5am to 6pm. During these hours, the branch doors will be locked but you can place orders in advance by calling 905-760-6850 or emailing [concord@noble.ca](mailto:concord@noble.ca). All orders will be confirmed by the branch team. If you are picking up an order, please call the branch upon arrival and the order will be brought to Shipping Door 1.



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***Noble Branch Network (excluding Concord):***

Branches throughout our network will be closed at 3 pm from Monday to Fridays. All branches will be closed on Saturdays. Many branch counters are limiting foot traffic to include Noble teammates only but all locations are accepting orders as well as facilitating pick-ups and delivery. Please call, fax, text or email your orders in advance.

***Noble's After-Hours Emergency Service remains available to customers by calling:***

- GTA: 416-754-5533
- Outside GTA: 1.866.317.6404

We will continue to monitor the situation and communicate any changes to our business operations. Please visit [noble.ca](http://noble.ca) or one of our social media channels ([Facebook](#) or [Linked-In](#)) for regular updates. Thank you in advance for your partnership and cooperation.

Sincerely,

Noble Management