

KEEP YOUR PROJECT ON TRACK

How to Safely Shop Floor & Decor

To Our Valued Customers

We want to assure you that we are working tirelessly to support our customers and associates during this ever-changing and unprecedented situation. As we continue to navigate the uncertainty, Floor & Decor is making the best decisions we can with two goals in mind: maintaining a safe shopping environment and serving the customers who rely on our products to complete their projects and support their businesses.

To ensure a safe shopping experience in our expansive warehouse stores, we have introduced several safety measures and protocols. We are monitoring the number of customers in the store, we've installed floor markers and protective shields at cash registers, we are regularly sanitizing shopping carts, pin pads, design desks and other high-traffic areas and continuing to remind our customers and associates to practice social distancing. In addition, store associates are wearing personal protective equipment, including a face mask. Customers are also strongly encouraged to wear face masks and are required where mandated by local order.

Customers can also shop and buy on flooranddecor.com, our Pro Premier professional app, or call our customer care center or your local store with the convenience of curbside pickup or delivery options. We now offer our free Virtual or In-Store Design Appointments at all open locations.

Our customers and associates are of the utmost importance to us, and we are committed to maintaining a safe shopping experience for all.

Thank you on behalf of the entire Floor & Decor family.



Tom Taylor, CEO



Safe In-Store Shopping

Safely shop our expansive 76,000* sq. ft. store with over 1 million square feet of in-stock product.



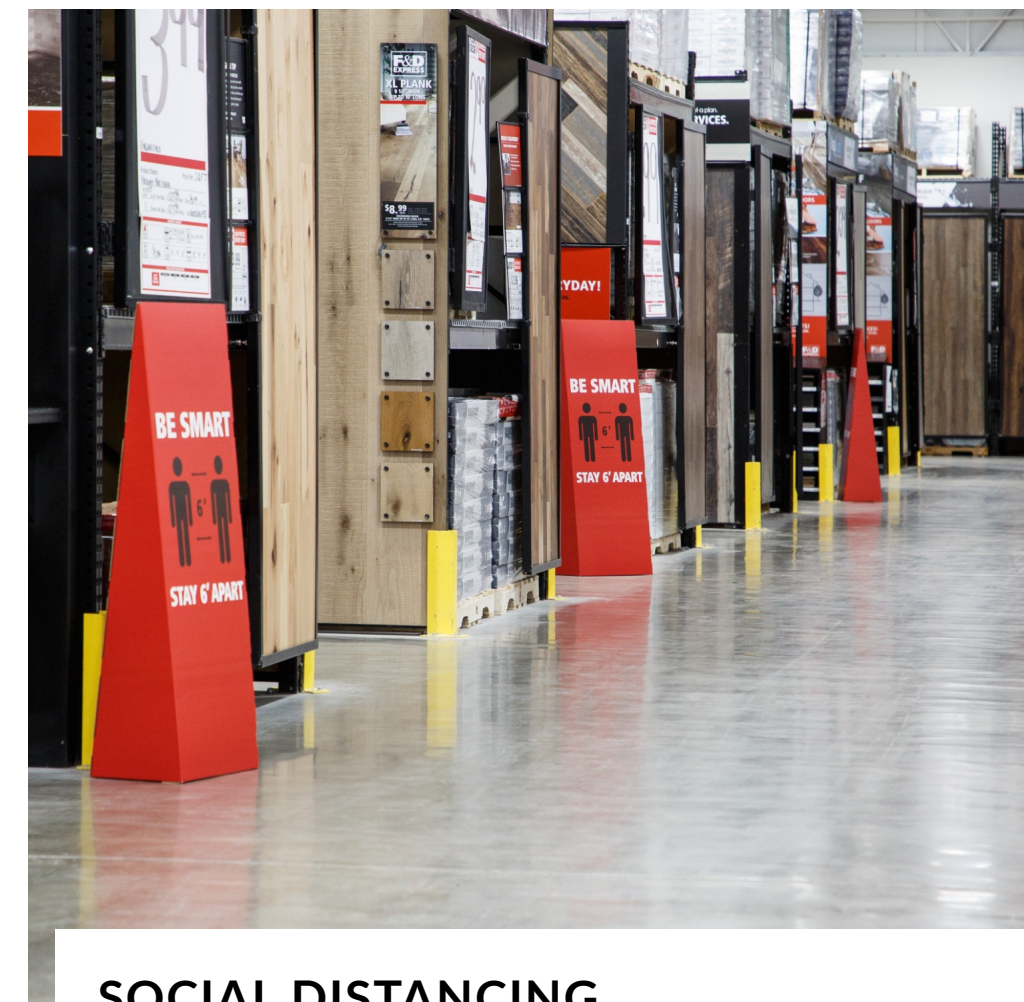
CLEANLINESS

Our trained associates are sanitizing common use items as well as regularly cleaning high-traffic areas and surfaces.



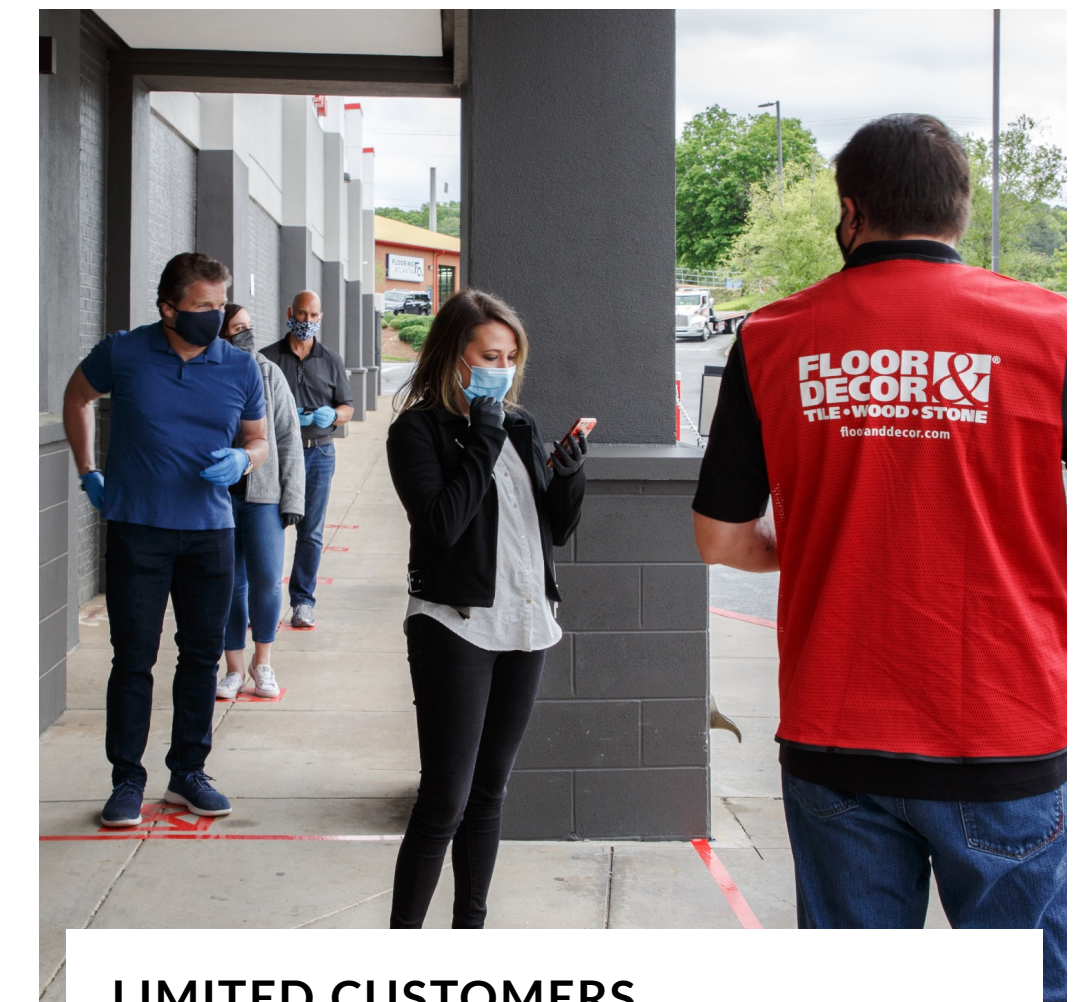
PERSONAL PROTECTIVE EQUIPMENT

Associates are wearing personal protective equipment, including a face mask. Customers are also strongly encouraged to wear face masks and are required where mandated by local order.



SOCIAL DISTANCING

Signage is placed throughout our expansive warehouse-style stores to remind our customer and associates to maintain a 6 foot distance.



LIMITED CUSTOMERS

We are actively monitoring the number of customers in the store to aid in social distancing.



*Average square footage of Floor & Decor locations.

Despite all such precautions, it is of course impossible to guarantee complete protection from COVID-19.

Social Distancing

Floor & Decor stores are on average 76,000 sq. ft. This means we have plenty of space for shopping in a safe distance from other customers as well as the associate assisting you. To further bolster physical distancing best practices, floor signage has been placed outside and at registers to show customers where to queue. Customers will also find floor markers to indicate where to put their carts before returning behind the protective plexi-guard.



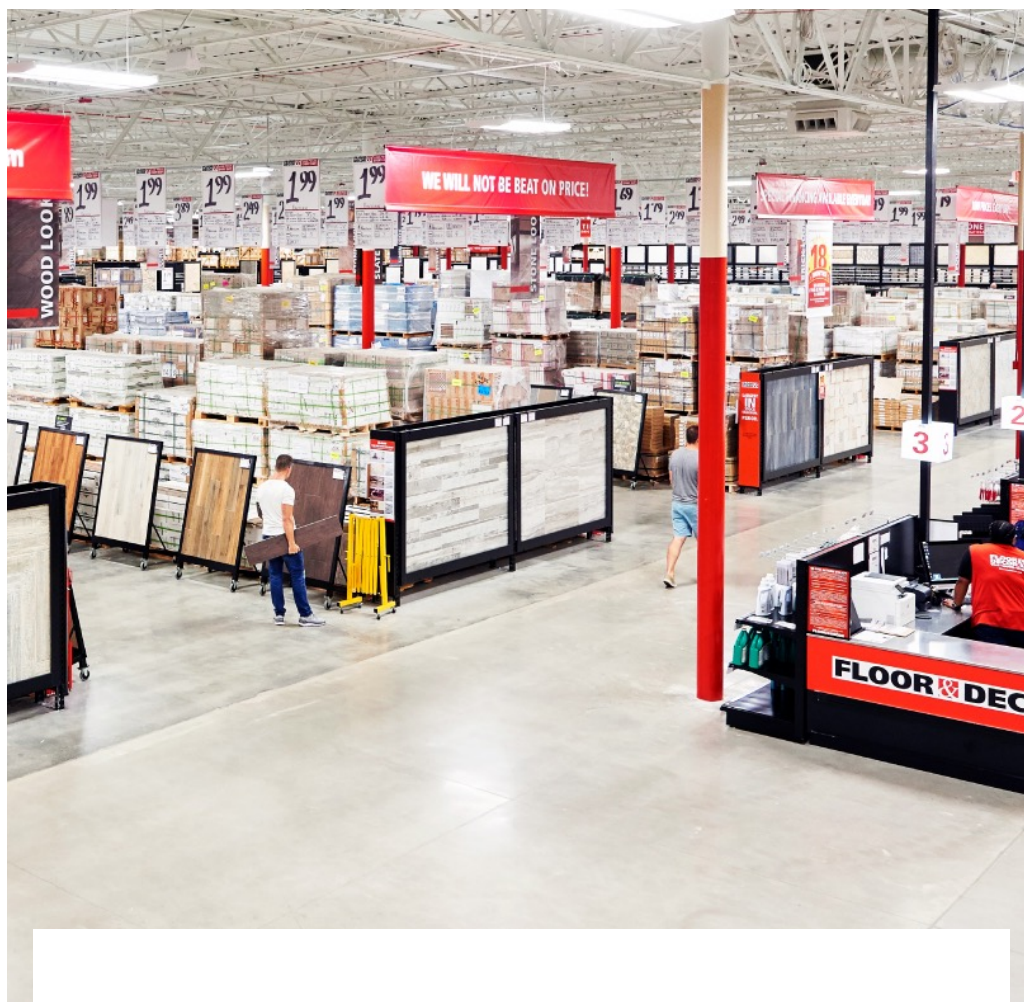


Cleanliness

- Associates have been trained in proper protocol for PPE, cleaning, and sanitizing.
- Hand sanitizing wipes or liquid hand sanitizer is available at all entrances.
- Common touchpoints and high traffic areas are cleaned regularly throughout the day.

Ways to Shop

Discover the perfect floor at the perfect price in whatever way is perfect for you.



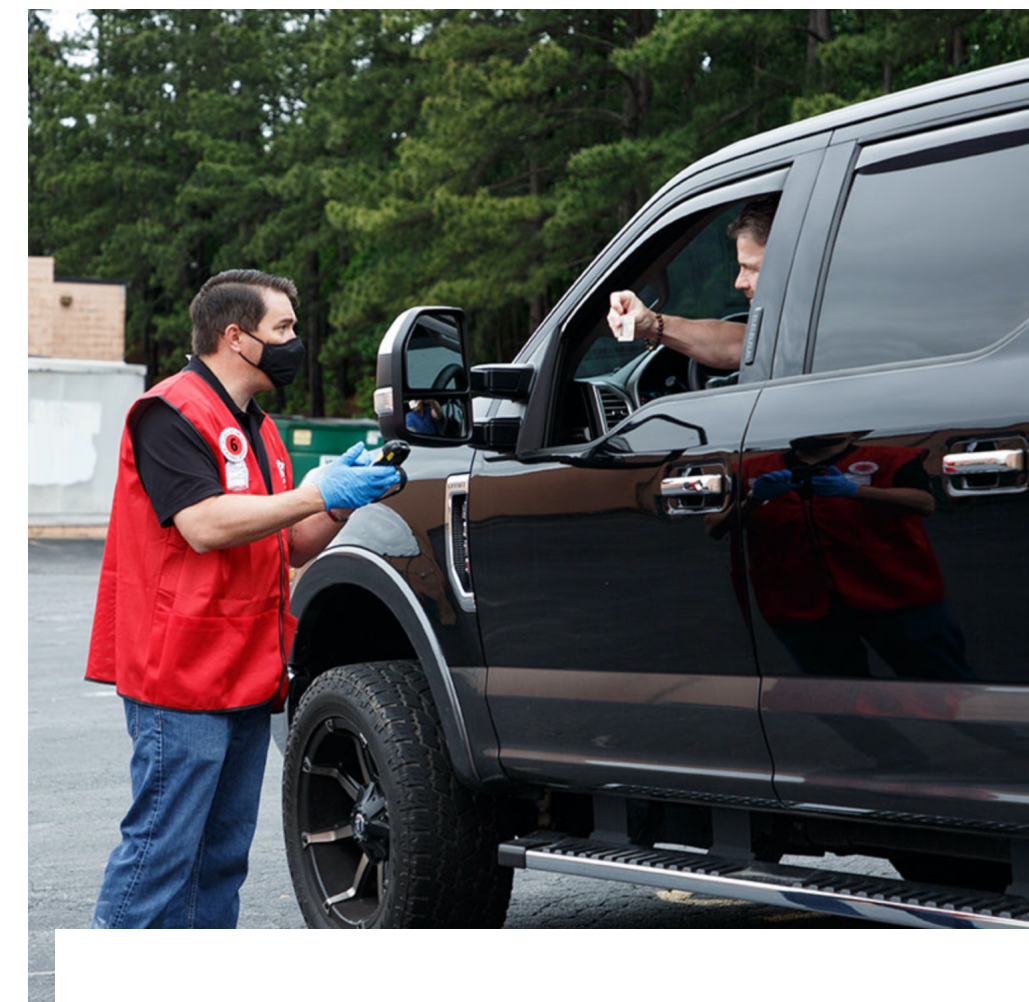
SHOP IN-STORE

Safely shop our expansive 76,000* sq. ft. store with over 1 million square feet of in-stock product.



BUY ONLINE WITH CURBSIDE PICKUP OR DELIVERY

Shop [flooranddecor.com](https://www.flooranddecor.com) & pick up curbside or have your product delivered.



BUY IN THE PRO PREMIER APP

Our pros can conveniently order on the Pro Premier app and pick up in-store, curbside or have it delivered.

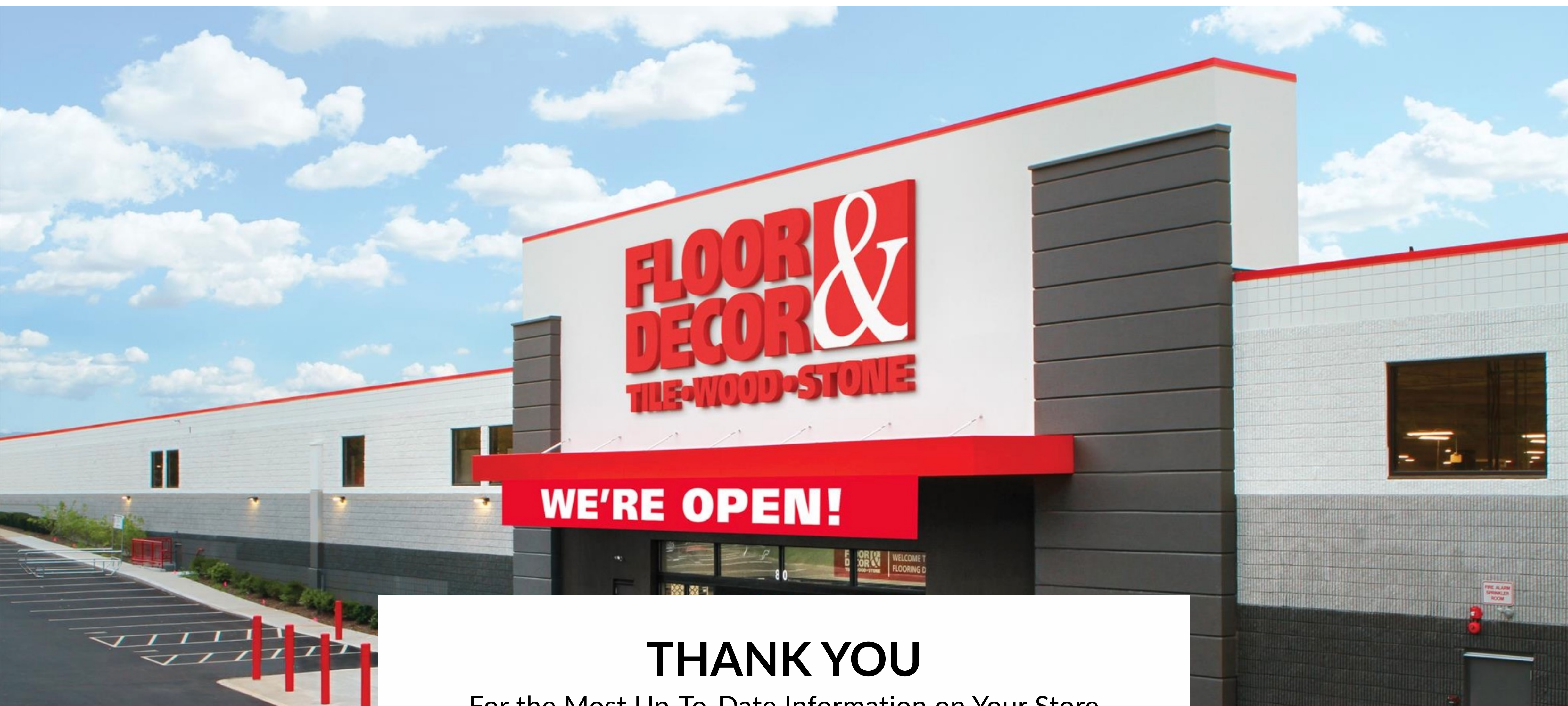


ORDER BY PHONE

Call our customer care center to place an order for pickup or delivery.



*Average square footage of Floor & Decor locations



THANK YOU

For the Most Up-To-Date Information on Your Store
Visit flooranddecor.com