

May 21, 2020

Dear clients,

During the pandemic, Provisia made many modifications to our lab, to comply with social distancing recommendations, for the safety of our employees and our customers.

In addition, we have started to manufacture mask supports that attach comfortably at the nape of the neck. Manufacturing started on May 21.

The photo lab is still closed. However, you can send us your printing jobs online as of now (either through our website www.provisia.ca, or by FTP if you have already created an FTP account, or also by sending us a link from your Dropbox (our email address is info@provisiaphoto.com)).

We will process your order remotely and as soon as your prints are ready (around 3 working days for prints), a member of our team (who is involved in manufacturing) will pack your prints that you can pick up from the outside of our office door, suite 102. No client will be allowed to enter our premises until the government gives us permission to reopen. In addition, we can have your order delivered by our usual delivery services.

However, it is mandatory to:

- 1) Prepay for your order by Visa, Mastercard or Interac e-transfer. You will be contacted for payment terms by a member of our team.
- 2) Buy one of our mask supports with your order, but as a photo lab customer, the net price for this product is \$ 0.
- 3) Notify us by phone that you are on your way to pick up your order so that we can put everything outside our door. Contact us at this special number: 514-800-3344 when you are on your way.

If you have any questions, please contact us by email at info@provisiaphoto.com. We are unable to answer the phone unless it is for a pickup request.

As soon as we reopen (photo lab), the “printing while you wait” services will resume.

Thank you

