



**LOUISVILLE
TILE**

**CURBSIDE
SERVICE**

INDIANA | KENTUCKY | OHIO | TENNESSEE

TOUCHLESS SERVICE; KEEPING CUSTOMERS AND EMPLOYEES SAFE

PLACING ORDERS

Preferred Touchless Methods

- Online via Decor 24 (visit louisville-tile.com/decor-24 for more information)
- Email ROS@louisville-tile.com
- Call local branch or 502-371-4987 (if necessary)

Less Preferred Method

- Inside contractor sales

Making Payments

Preferred Touchless Methods

- Credit cards over the phone or stored in secured BASYS account
- Open credit account
- ACH payments online via Decor 24

Less Preferred Methods

- Credit card at the branch
- Checks
- Cash

Material Pick Up

Preferred Curbside Pick Up

Call Ahead

- Place your order(s) 1 day prior to, or a minimum of 2 hours before you plan to pick up your material
- You will receive a text message when your order is ready for pick up
- When you arrive at Louisville Tile, reply back "HERE"
- We will bring your material out and load it up

Less Preferred Method

No Calling Ahead

- Orders will be pulled on a first come first come basis
- Potential delays and wait time depending on traffic and order size