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# Wayfair's Response to COVID-19

## A Note From Our Founders

*Founders' note originally published on March 15, 2020 and updated on April 8, 2020*

To our Wayfair family,

We've been thinking a lot about you lately – our customers, our employees, and our greater communities. Your health and safety are our top priorities and at the heart of every decision we make. We believe it's critical to do our part to help reduce the transmission of COVID-19. Here are some of the steps we are taking to protect everyone in this ever-evolving situation.

We are working tirelessly to make sure that the **products you love** are available **when you want them**, delivered in the **safest way possible**.

- We are diligently following guidance and best practices from the Centers for Disease Control and Prevention (CDC).
- Across all of our facilities and delivery operations, we have increased our daily cleaning routines, including more frequent handwashing, use of sanitizer, and cleaning of equipment.
- Our customer service team is available to answer any questions about your experience, work with you on the best delivery option, and provide more information on the many precautions we're taking to protect your health and safety.



- We are increasing pay for hourly employees in our fulfillment centers and home-delivery operations by \$4 per hour for their hard work and dedication in these unprecedented times. This pay premium will be applied to hours worked through June 20, 2020.
- We are providing emergency paid time off to enable team members who are not feeling well to stay home without losing pay.
- We are asking individuals to refrain from travel unless critical, and have established quarantine procedures after travel to high-risk areas.
- We have consulted a medical expert in epidemiology and infectious disease to ensure we are taking all necessary steps to protect the safety and well-being of our people.
- We are providing resources to help employees modify how they work, including flex scheduling for caregivers and remote work wherever possible.
- We have created forums to keep employees connected and up to date with information to help them stay healthy.

While the environment around us is uncertain, we take comfort in the fact that we have a world-class team and a compassionate and loyal community of customers. We stand ready to serve, and hope that our websites, apps, and social channels can be a source of support, inspiration, and solutions for you – because sometimes we all need a break from the news.

Thank you for being a part of the Wayfair family,

Niraj Shah and Steve Conine, Wayfair co-founders

## Taking Care of Our Team

While the majority of our employee base is successfully working from home, our fulfillment and transportation facilities are up and running as our team continues to meet customers' needs during these challenging times. We are proud to have a world-class team that is working quickly and safely to provide our customers with the items they need for their homes. Our no-contact experience has allowed us to deliver household staples such as mattresses, bedding,



Protecting the health of our team as well as our customers, partners, and community is our top priority. We are taking the following measures to enhance safety and support for our teams:

### **Financial Security**

- We are increasing pay for hourly employees in our fulfillment centers and home-delivery operations by \$4 per hour for their hard work and dedication in these unprecedented times. This pay premium will be applied to hours worked through June 20, 2020.
- We are providing emergency paid time off to enable team members who are not feeling well to stay home without losing pay.

### **Healthy & Safety**

- We have partnered with a group of expert epidemiologists to implement preventative measures that are in line with guidance from the Centers for Disease Control and Prevention (CDC).
- We have employed additional cleaning and sanitizing procedures across all of our facilities, including regular deep cleanings, more frequent hand-washing and use of sanitizer, and cleaning all equipment between uses.
- We have taken a variety of steps to help employees maintain proper social distancing. This includes staggering shifts to reduce overlap and placing limitations on the number of people allowed in common spaces such as break rooms.
- On March 24, we introduced a no-contact delivery experience to keep our drivers and customers safe and will not be asking for signatures at drop-off. (See how customers can help us create a no-contact delivery experience below.)

## **Service Status *Updated 3/23/20***

1) Deliveries are operating on schedule (delays caused by local regulations are possible), and we're taking extra precautions to protect our customers and employees.



white-glove delivery will have these fees refunded. Here are some additional steps we can take together:

- Our drivers will use hand sanitizer and/or soap between all deliveries. They will refrain from offering the typical Wayfair handshake out of respect and caution for all.
- Our delivery teams will maintain a distance of six feet when possible. We ask that you support our efforts to keep everyone safe and healthy by maintaining this distance as well.
- For inside-the-door deliveries, the driver will call when they arrive. Please leave the door propped open for ease of delivery.
- We will not be asking for signatures at this time.

3) **In-home assembly and installation services** have been temporarily paused until further notice to protect the health and safety of our customers, our team and our partners.

Customers whose orders are impacted by this change will see their service cancelled and payment will be refunded.

Assembly and installation of outdoor products remain available and will continue operating as scheduled. Outdoor assembly and installation professionals have been advised to follow CDC-recommended precautions. These precautions include frequent handwashing, use of sanitizer before and after each delivery, and wiping down all equipment between uses and shifts. Customers may also reschedule or cancel outdoor assembly or installation by visiting My Orders.

4) Our stores in Natick, MA and Florence, KY are temporarily closed.

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