

To Our Customers,

Over the past few days and weeks since the waves of uncertainty around the COVID-19 have made their way across the area, you have come to our store to buy the necessities that are essential to staying home and cooking in your backyard. We feel this time can be used not only to lower the current curve of the virus itself, but also to reconnect with family, enjoy the love of outdoors, and invoke the satisfaction of creating grilling masterpieces! We remain determined to continue to serve you and providing ways of making our store accessible while still maintaining customer and employee safety.

[Beginning Monday, March 23](#), we will offer [contactless curbside service](#) at our Southlake location. Rather than asking you to come into our store, any items you need from us can be bought and paid for over the phone and be delivered to your car curbside. If you need assistance or have questions about the products in our store, one of our employees will be more than happy to offer suggestions and help, as well as take payment information over the phone and bring it to you while you remain in your car. If you are looking for a larger purchase, such as a grill or cooker that we carry in stock, free delivery will be available on a first come first serve basis within a 10-mile radius. Product will be delivered without any contact needed from you.

We know this isn't necessarily the preferred way of doing business, but we have served you, our local customers, for over 15 years and want to continue to do what we can to make this time as simple and safe as possible. We've taken great strides to maintain a sanitary work environment before the current mandate took effect and will continue to do so in the future. We are a family business, and you are part of our family.

We do want to make ourselves available to you and provide the level of customer service you have come to expect from BBQ Outfitters-Southlake, however, only employees will be allowed in the store during the mandated timeframe advised by government officials. We are determined to serve you as best we can during these uncertain times. If you reach voicemail during our hours of operation, please leave a message and someone will contact you back in a timely manner.

God bless you and keep you all safe.

BBQ Outfitters-Southlake
[817-329-1800](tel:817-329-1800)