



Covid-19 Pandemic – Statement & Business Adaptation Plan

Dear customers,

We want to inform everyone that we are monitoring the Covid-19 pandemic very closely and the safety of our employees and the public is our top priority. First, we want to extend our prayers to anyone that has been affected by this virus locally and across the world. We will be doing our part in protecting our employees and the public by following the suggestions of the CDC and the World Health Organization.

We are operating under normal business days and hours. We will continue to be open unless we are asked to close by local or federal government. We consider our business essential in the following ways: 1) We provide repair services for trailers, RVs, and some vehicle systems. 2) We also provide innovative modifications and fabrication services to specialty trailers and vehicles, which can include emergency, military, and first-responders' vehicles. 3) We are committed to the security of our employees and will work to provide income to them by making adaptations to our business model. We believe this will benefit both our employees, their families, and the community.

If you come to visit our business, rest assured that we are taking all precautions to limit the possibility of exposure through personal contact.

For the customer:

- Before visiting us, please call the office to schedule a drop off or consultation. If you come without an appointment, we can still make accommodations to assist you, but we ask that you call from your vehicle when you arrive.
- When you show up, our front doors and office will be closed. Please call the office at 352-529-0460 when you arrive. We will direct you to unhook in a designated area. Talk to us over the phone with the requested repairs and services. If you can, leave a written list in the trailer or vehicle.
- We will spray down the trailer or vehicle with a disinfectant spray before we begin working with your trailer. We will communicate with you by phone on the details of the repair/services, quotes, authorizations, and completion of repairs/services.
- After completion, we will take your payment via credit card by phone or you can pay with a check by leaving it in the drop box near the front door. We will leave a copy of the work order in your vehicle. Upon request, a copy of the invoice and sales receipt can be emailed to you.

For our staff:

- Employees are required to clean and disinfect all areas that are touched. This includes counters, desk, doors, handles, pens, computers, etc. We will do this multiple times throughout the day.
- There is hand sanitizer at the entrance to the office. All employees are asked to use hand sanitizer when entering and exiting the office.
- All trailers and vehicles will be sprayed and/or wiped with a disinfectant on any surface that will be touched. We will wipe down all surfaces that we contact after the job is completed and parked in the front for pick up.