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Dear valued customers,

As the coronavirus (COVID-19) situation continues to evolve, the safety of our employees, customers and community is our primary concern. Based on current guidance and our own standards and practices, we remain open for business and are committed to serving you while taking the appropriate precautions.

We have implemented additional measures to ensure your safety as well as the safety of our employees, including:

- **Enhanced cleaning protocols with particular focus on pickup traffic and high contact areas. We stress that visitors and delivery partners use our designated sanitization stations before entering the office and warehouse.**
- **The World Health Organization is recommending that people stop using cash in favor of "contactless" payments to prevent any spread of coronavirus. Please contact PartsWerx accounting department to set-up alternate methods.**
- **PartsWerx is working on "Personal Pickup Program," giving you more flexibility in how you want to receive your orders. This new program will allow pickup customers to pickup their orders from a locked container outside of the office. More details to follow.**
- **Increasing communications with our customers and employees on important health and safety measures.**

As Canadians spend the next couple of weeks isolating themselves at home, many of them will redirect vacation savings into a staycation. The CDC has reported, "there is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. For more details please visit CDC information on Water Transmissions: <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

PartsWerx is actively working with vendors to ensure product fulfillment and increasing daily shipments. We are encouraging customers to receive orders immediately to ensure your 2020 inventory. Although some products may be delayed, we are working to mitigate the impacts and will communicate any delays to the best of our ability. We encourage dealers to order early and allow us to ship out all orders immediately.

Again, we continue to monitor this situation closely and will provide ongoing business updates as things change and evolve.

PartsWerx recognizes that these are unsettling times and we want you to know that your safety and wellbeing is our first priority.