



Your Power to Win®

April 9, 2020

Dear Valued Customer:

To further protect our employees and customers alike from the Coronavirus Disease (COVID-19), we are implementing a **No Contact Delivery policy**. Effective immediately, our delivery drivers will no longer enter your building. All transactions will occur outside of your building.

Upon arrival at your facility, our delivery drivers will do the following:

Deliveries

1. Place the tires or parts near the normal receiving door outside of your building.
2. Make visual contact with one of your employees or call you to confirm delivery.
3. Customer visually validates delivery while the driver and customer maintain a safe distance apart (i.e. at least six feet). A paper invoice will be included with the product.
4. Our driver signs the receiving customer's name on the tablet receiving document.
5. Our driver takes a photo of the product(s) delivered, which includes a time stamp to further document delivery and receipt of the product.

If you are a Cash on Delivery (COD) customer the process is the same as above, but you will need to bring payment outside for our driver to accept.

Returns

1. Customer places the tires or parts near the normal receiving door outside of your building.
2. Our driver will make visual contact with one of your employees or call you to confirm pick-up.
3. Driver and customer visually validate pick-up while maintaining a safe distance apart (i.e. at least six feet).
4. Our driver signs the return slip and provides a receipt to the customer.

This delivery policy will remain in effect until the COVID-19 pandemic lessens and the government rescinds the need for social distancing.

Just a reminder, our COVID-19 Resource Center website is available to you 24/7 and contains valuable information regarding resources available to small businesses. It can be accessed by clicking on the following link: <http://www.usautoforce.com/covid-19-resources/>

Thank you for your business and support of U.S. AutoForce.

Best regards,

A handwritten signature in black ink, appearing to read "Brian Van Stralen".

Brian Van Stralen
Vice President, Operations