

Auto Parts Network Customer Notification

WE ARE STILL SERVING YOU, OUR VALUED CUSTOMERS, WITH CURB SIDE PICK-UP AND DELIVERY OPTIONS AVAILABLE!

Auto Parts Network is committed to providing continued excellent service to you our valued customer. We have incorporated a very strict set of precautionary measures and health protocol to ensure the safety of you and our trusted employees. Protecting everyone is our top priority.

If you are driving or travelling in a vehicle, your safety is dependent on the proper maintenance and functioning of that automobile. We are here to provide the essential parts you need to keep your car or truck running safely during these critical times. In the event of a personal emergency you need to be sure your vehicle can properly perform.

We will continue with reliable service and here's how:

- **We are here!**

Our staff will be in the building, however, we are not permitting any customers, courier drivers, etc. inside to ensure everyone's safety. You can call (709) 747-2000 or email us at apn@autopartsnetwork.ca and we will gladly process your parts request. We will accept credit card payments by phone and they will be processed by our secure Bambora online system, e-transfer, and debit during curbside pick-up. There will be no cash sales. For debit, someone will greet you outside with a properly sanitized wireless debit machine, wearing gloves and keeping considerable distance during the transaction. We do, however, encourage credit card over the phone. If you need to use debit, we also strongly recommend you wash your hands or sanitize afterward as an extra safety measure.

- **Pick-up and Delivery**

If you decide to pick-up your part, you can arrange payment and a pick-up time with your salesperson. During pick-up you pull up in our parking lot next to the shipping/receiving doors, call your salesperson to let them know you're outside along with type of vehicle you are driving. Someone will then greet you outside with the part and lay it in your vehicle for you. We suggest you stay in your vehicle, lowering your window, and giving the staff member directions as to

where and how you would like to have your part loaded in or aboard your vehicle. We will have the invoice attached to the part.

We will continue to use all courier routes that remain operational for in town and out of town service. Delivery outside of town will have to be suspended if couriers running to your area decide to cease operations. We will incorporate our own in town delivery in the event in town courier services stop.

- **Behind the scenes**

We will continue with all necessary administrative duties. Our accounts payable, and accounts receivable departments will remain in operation. We will also continue to work with our trusted suppliers to ensure we have the right products in stock. Our inbound freight is still in place which will provide the essential service needed to ensure you get those hard to find parts from our trusted outside sources.

We will continue to monitor the situation closely and will advise of any changes as they occur. Thank you for your continued support and loyalty. We hope and pray that you and your loved ones remain safe.

Don't forget. Stay home unless absolutely necessary, if you need to leave home please distance yourself from others, and wash your hands regularly.

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