



To our valued customers,

KJ Doors is committed to maintaining the health and safety of our customers and employees during this COVID-19 crisis. In adherence to Gov. Tom Wolf's mandated shutdown guidelines, we remain ready to serve our customers with urgent repair needs. Our store is currently closed but someone from our office staff will be available to take calls to dispatch and schedule as needed.

Our staff is closely monitoring the COVID-19 developments and following recommendations given by the CDC and government officials. We will continue to do our part in preventing the spread of this virus. Some of the critical steps that KJ Doors is taking are listed below:

- Our technicians are all practicing social distancing at home and at work.
- Employees are instructed to wear gloves and sanitize hands between jobs and frequently throughout the day as needed.
- Employees are instructed to wear some type of mask to protect both them and others.
- Employees will only be permitted to work as long as they are healthy and do not show any flu-like symptoms.
- We will ask that if you or somebody that you have had contact with has Coronavirus like symptoms that you would reschedule all pending service, and refrain from ordering service until it is a safe environment for our technicians to work.
- Our staff is instructed to remove themselves from any situation that they feel is unsafe, including being in close proximity with anyone showing flu-like symptoms.
- Residential Customer: For the safety of your family and our technician's we would ask to keep face to face contact to a minimum, if any at all. Technicians will call you on the way to your residence and from your property to go over diagnosis and pricing of what the job entails. We ask that you would leave the garage door(s) open and have the cars out of the garage (if possible) and we will handle the rest.
- When on-site, no paperwork will be handed out to, or signed by the customer. Invoicing will be done via email. Net account customers will be billed as usual. Payment-upon-completion customers will be required to pay with a card, taken verbally.

Sincerely,

Kenneth Dieterich, President

KJ Door Services Inc.
751 Harleysville Pike
Telford, PA 18969
215-723-5800

A handwritten signature in black ink that reads "Kenneth G. Dieterich Pres." in a cursive script.