



Coronavirus (COVID-19) Policy – March 17, 2020

Pacific Mobility is committed to ensuring the health and safety of our customers, team members and community. We recognize that many of our customers are part of the most at-risk populations. We also recognize that they are also dependent on the equipment we are committed to installing, maintaining and servicing. In order to ensure we protect our team members as well as our customers from the spread of the COVID-19 disease, we are implementing the following protocols:

1. Our showroom will be closed to the public until further notice. If you have a specific need (product, service, or repair), please call or fill out the contact form on our website for an appointment. We will make every effort to contact you as soon as possible.
2. In-home servicing will be limited to essential visits only. Our technicians will make every attempt to troubleshoot issues by phone at no-charge to prior scheduling a service appointment.
3. Team members will be hand washing/sanitizing before and after all appointments. All equipment will be sanitized per our standard protocol.
4. Our team will maintain all recommended social distancing measures including avoiding handshakes and maintaining distance between others. If possible, we suggest arranging for friends or family members to assist in the process if you are part of a high-risk group.
5. Pacific Mobility employees may stop or cancel service at any time if they notice someone in the household appearing to be sick.
6. Employees that have tested positive for COVID-19, have been in contact with anyone that has tested positive for COVID-19 or has any cold or flu like symptoms associated with the disease will be off work and not in contact with any member of our team.
7. We ask that any customers that have tested positive for COVID-19, have been in contact with anyone that has tested positive for COVID-19 or has any cold or flu like symptoms associated with the disease notify our office by phone prior to any contact with our team so we can make arrangements to safely service/install your equipment.

Safety is our first priority. This policy may be updated as new information is made available. We will make every effort to adhere to guidelines provided by the federal, state, and local health officials however it is impossible to guarantee that anyone is not transmitting the virus. It is ultimately the customers decision to allow visitors into their home.