



March 2020

Dear clients,

During these exceptional circumstances and taking into account the public health measures to be observed, RMS Equipments must provide protection for all its technicians, therefore they will only tend to urgent service calls.

Should your service request involve repairs that cannot be done directly at our workshop, a request priority will be determined and our customer service representative will confirm the technician's visit to your location, provided that you comply with the following conditions :

- Direct or quick access to the room where the equipment will be located (avoiding crossing common areas or groups of people).
- An empty room or a space ensuring social distancing of minimum 2 meters to do the required work on the equipment.
- The technician will wear gloves at all times and will use hand sanitizer before entering and after exiting the premises.

Also, as a precaution, the identification or authorization of our technician on the site, if required, must be insured other than by a register or other document signature.

In the event that our technician judges that these conditions are not met, he will have every right not to go ahead with the requested work and will immediately report the situation to us.

We hope that these measures can meet your expectations and thus we can participate together in the management of this pandemic.

Thank you for your collaboration.

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