



Dear Customer,

As USA Auto Glass, Inc. is considered an essential business we will remain open regardless of shut down orders or restrictions to better serve you, our customer, during this difficult time. We consider your health and wellbeing to be our top priority as well as the health and wellbeing of our employees so with that in mind we have put the following policies in place:

1. We will call you a few minutes before arriving so you can unlock your car.
2. Please remain inside your home or business while we are working on your vehicle. If we are doing a calibration, we will need you to leave your keys on the driver's side floor mat.
3. Upon arrival we will do a light disinfecting of the door handles, steering wheel and keys. We will repeat this process after we are finished with the vehicle.
4. If you or someone in your home is sick or suspected of being sick, please let us know prior to your appointment so we can reschedule your service.
5. Once the service is completed the technician will call you so that you can come out of your home or business and will provide you with directions on where to leave your credit card or cash if payment is owed. Since we are a paperless company your receipt will be emailed to you. We will be using gloves to touch your credit card or cash. If using cash, please have exact change if possible.

Thank you for your cooperation and your support of our business. We would like to extend our sincerest hope that you and your family remain healthy and safe throughout the next weeks as we get through this together and strong.

Thank you,

USA Auto Glass, Inc.