

Coastal Equipment Customers,

We hope that you and your families are doing well during this difficult and unprecedented time. We want to let you know that Coastal Equipment is remaining open for business and we stand ready to support the equipment needs of our valued customers. The safety and health of our customers and employees remains our top priority. As a result of the COVID-19 pandemic, we wanted to take the time to share the steps and policies we are implementing to better serve you. Both of our locations are following CDC guidelines to provide a safe environment, including the following steps that have already been implemented:

1. Disinfecting all door handles, counters and workstations periodically throughout the day.
2. Employees who encounter customers or handle their parts will wear gloves that will be discarded and replaced after each customer transaction.
3. Practicing safe distancing between our employees and customers.
4. Hand sanitizer stations are setup throughout the dealership for our customers and employees to use.

We also realize that some customers may prefer to change the way they interact with our team, so we have various options to allow you to communicate with our Parts, Service and Sales departments. Some of the options are listed below:

Our Parts department will remain open, but we have provided some optional alternative options:

1. Customer has the option to call and order parts ahead of time and then have the parts available for curbside pickup. Once you arrive, please call our office and one of our parts representatives can meet you outside with your parts and a copy of your receipt.
2. Order parts online:
 - a. Visit our website: www.coastalequipment.net
 - b. Click on "Parts" and then "Order Parts"
 - c. Contact the parts department if you have any questions or need further assistance

Our Service department will remain open and if you would prefer to not enter the building, please call the service department when you arrive on the lot and we will be happy to have someone meet you outside when you drop off or pick up a machine.

Our Sales department is available to meet with you one on one, either at your office, jobsite or via email, phone, or Face Time to help you with all your new, used and rental equipment needs.

If you have any further questions, please do not hesitate to give our offices a call. We want to hear from you to know how we can best accommodate your individual needs and concerns.

We wish you good health and productivity during this time and we appreciate the trust you put in the Coastal Equipment team to support your business.

Thank you,

Jeff Clay
President