



All-Rite Water Purification

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At All-Rite Water Purification, the well-being of our customers and employees is always our priority. We recognize the important role we play in providing sanitary water system solutions for our customers in general and during this unprecedented time.

Protecting our customers and employees: As our employees interact with customers and others, we have taken steps to limit their potential exposure to this virus. We have put restrictions on our employees and ask you to help with their safe behavior, including:

- 1) Prohibition on hand shaking.
- 2) Minimizing face to face contact between employees and between customers.
- 3) Washing hands frequently.
- 4) All technicians have medical gloves, disinfection wipes and booties
- 5) Our entire office will be ozonated each night, the most powerful & complete sanitization possible
- 5) Disinfecting water systems when reasonably possible.
- 6) Requiring employees who are experiencing fever, coughing, or other symptoms to call in sick and self-quarantine.

How you can help: We are taking precautions to protect the safety and health of our team, but we need your help. We are asking our customers to assist us in minimizing face to face contact. If you have a service scheduled, our technician will phone you upon their arrival. We ask that you discuss the service needs with them while on the phone. If equipment to be serviced is in a garage or other locked area, we ask that you open the access door and then return to another area. While our technician is diagnosing, repairing, or replacing your equipment, we request that you do not remain in the area where work is being completed, out of an abundance of caution.

Upon diagnosis and/or at completion of the work, the technician will call your phone to discuss the job/project. Although we can still accept cash or checks, we are asking that you provide a credit card number over the phone or we can send you a link to pay online with your checking account or credit card. We will email or snail mail your invoice.

IMPORTANT: If you are experiencing fever or flu-like symptoms and have a scheduled appointment, please let our customer care professionals know in advance so we can discuss options with you to ensure our collective well-being. The role of our company in keeping people's water systems functional is incredibly important. We have been increasing our capacity to meet the growing demands of our valued customer base. We thank you for your cooperation.

