



**Cambridge** - 2492 Cedar Creek Rd., Ayr, Ontario N0B 1E0  
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## **A MESSAGE TO OUR VALUED CUSTOMERS**

Canadian Towing Equipment meets the required definition as an “Essential Service” and is not required to close during the Government mandated shutdown. However, the intent of the shutdown is for all of us as a society to do whatever we can to ‘flatten the curve’ and reduce the spread of COVID-19.

After careful, detailed deliberation, we have formulated a way forward for the time being that we believe will balance meeting our customers’ needs, while minimizing unnecessary exposure to our staff, and in keeping with the spirit of the shutdown, to do our part for society as a whole.

### **EFFECTIVE WEDNESDAY MARCH 25, 2020**

Our Toronto location is temporarily closed. We will be able to ship most parts from our Ayr (Cambridge) location and service vehicles as needed from there. In an emergency situation, we will work with you to formulate a solution to keep your trucks on the road. Please call us at 1-800-267-5522.

Our Ayr location will operate on a reduced hours schedule between 9:00 am and 3:00 pm with an absolute minimum of staff. If you require repairs, please call ahead so we are ready for your arrival and can instruct you on the repair procedure. The parts store will be open, but we ask that you consider if person to person contact is necessary. We encourage you to call ahead with your order so we can have what you need ready to go.

Our salesmen remain available to discuss new and used truck sales, but we are discouraging in-person visits at this time. Please use phone, e-mail or text.

It is our intention to resume normal operations Monday April 13, 2020 at our regular time.

These are uncertain times for everyone. We want to assure you that Canadian Towing Equipment remains fully committed to meeting your needs. In an urgent situation outside these hours, please leave a message with the appropriate department and we will contact you as soon as possible to formulate a solution.

Please keep yourselves safe and healthy. Wash your hands and practice a safe social distance. Stay home whenever possible. We will get through this.

Dale Hartung

A handwritten signature in black ink, appearing to read "Dale Hartung", written over a horizontal line.

President