

A MESSAGE TO OUR VALUED CUSTOMERS

OUR COVID-19 RESPONSE

We appreciate the risks our customers take every day in performing their duties to serve the public and want you to know we take providing you with the products and services you need in a safe and socially responsible manner very seriously.

Parts and Accessory Procedure

Both our North York and Ayr locations will be offering curbside pickup between the hours of 8:00 am and 3:00 pm, Monday to Friday. The store showrooms and customer waiting areas will remain closed. Please call ahead with your order and we will get it ready for you. When you arrive, please call the number posted on the doorway and we will bring your items to you. Customers are allowed to visit our locations but will be restricted to a designated area while we get your goods ready for you. We continue to encourage customers to allow us to have items delivered by courier wherever possible.

Service/Repair Procedure

If you require repairs, please call ahead so we are ready for your arrival and can instruct you on the repair procedure. Depending on the nature of the repair, customers will be asked to remain in their vehicle for the duration of the repair, or drop the vehicle off and leave the premises whereupon we will sanitize the inside of the cab prior to bringing the vehicle inside. In no case will customers be permitted to move about inside our buildings.

Truck Sales

Our salesmen remain available to discuss new and used tow trucks and car carriers by phone, e-mail or text. If you are unsure who your sales rep is, just give us a call and we will put you in touch. Per the current guidelines we are unable to provide sales assistance at our locations at this time.

Keeping Safe

We have implemented multiple protocols at both locations to ensure our staff are well and working in a safe environment. Wellness checks, social distancing and increased sanitation form part of our overall employee safety plan.

All of these measures are in place to protect our employees, customers, suppliers and the community.

We continue to monitor the developments and changes in recommendations from all levels of Government and recognized health authorities. Changes will be implemented as conditions warrant. We suggest you monitor our Facebook page and our website for further developments.

Any individuals entering our facilities beyond the designated area will be required to sign in.

Thank you for your ongoing support and cooperation with these measures. As always, we remain committed to serving your needs during these challenging times.

Dale Hartung



President