

Dear Customers,

Like so many of you, we have spent the last several days and weeks learning about the Coronavirus (COVID-19) and how it is impacting our world. For Platinum Appliance, that means understanding how it affects our employees, customers, and communities, and then making the necessary adjustments to our work and operations.

We have one simple objective that guides us: Keeping you and our employees safe. This has been at the center of our conversations every step of the way. We want to keep you safe and limit the possibility of anyone catching the virus. With that in mind, we have made several moves in our business in response to the threat of the coronavirus.

We have asked our technicians to use sanitary wipes, wear masks and gloves where possible. We know there is a shortage of these supplies and are working hard on finding them so we can keep our technicians and customers safe.

We are asking employees who have traveled to high-risk locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days.

ONGOING REPAIRS AND SERVICE

If you don't feel well or choose to cancel your repair, of course, we will be ready to serve you when you reschedule.

We know that many of you have scheduled in-home repairs with us. If you have any concerns, we will be happy to work with you to reschedule your appointment please call our dispatch @ 1-877-826-8403 or email us dispatch@platinumappliance.com. You can also text us at (604)239-3655.

We will continue to closely monitor the situation and do all we can to protect you and our employees.

Thank you,

Christina