



ATLANTIC PURIFICATION SYSTEMS LTD.

10 FERGUSON RD., DARTMOUTH NS B3A 4M1
MAILING ADDRESS: PO BOX 877, DARTMOUTH NS B2Y 3Z5
PHONE: (902) 469-2806 FAX: (902) 463-3529 sales@aps.ns.ca

March 24, 2020

To our valued customers:

In accordance with the States of Emergency declared by the governments of both Nova Scotia and New Brunswick due to COVID-19, APS is making temporary changes to the way we operate our business. It is our goal to continue to serve you in a manner that promotes safety for all, while acknowledging that this situation is constantly evolving.

Inside APS, we are working with reduced staff onsite. Several of our APS team have full functionality to work remotely. We are continuously monitoring the advice and health updates from Federal and Provincial governments, implementing enhanced cleaning and disinfection of all common surfaces and high touch areas, strictly limiting gatherings, and upholding the recommendations for social distancing.

Access to APS:

Starting Monday, March 23, APS is operating from behind closed doors, and access to the APS premises will be restricted to APS Personnel only. Customers will be served one at a time, at our shipping/receiving door, as noted below.

Ordering from APS:

Orders will be accepted by phone or e-mail. Signature at pickup will not be required. For orders charged "on account": We will confirm the name of the person picking up. For orders charged to Visa or Mastercard: please call in advance with card information. Payment by e-mail transfer will also be accepted.

Orders to be shipped:

If your order is time sensitive, please let us know so we can manage shipment priorities as best we can. We are working hard to process all orders in a timely fashion; however, in the event of a delayed shipment, we appreciate your understanding.

Picking up at APS:

Upon arrival at APS, please stay in your vehicle and call us.

For small shipments (not requiring forklift):

We will place your order outside the Shipping/Receiving door. Once our shipper has returned inside the building, you may pick up your items. Please verify the contents of the order against your packing slip before leaving.

For large shipments (requiring use of forklift):

Please remain in your vehicle while we load your order onto your vehicle. After our shipper has returned inside the building, please verify the contents of your order against the packing slip, and secure the load before leaving.

Any discrepancies with your order contents should be reported before you leave our premises.

Continuity of service:

We assure you that we will do the utmost, to maintain continuity of service to you, while respecting the government and public health protocols which impact how we do so. We thank you for your co-operation, understanding and patience as we implement changes so we may continue to serve you.

As the situation is continuing to change on a daily basis, we encourage you to call, or check our website for updates which may impact us.

With our best wishes for your continued health and safety,

APS Management