

ACERTUS' number one priority is to ensure the health, safety and well-being of our employees, customers, and suppliers. In light of the evolving COVID-19 (Coronavirus) situation, we are closely monitoring and adhering to the suggestions of the United States, Canada, and state public health guidelines. While disruptions may be a possibility, our goal is to serve wisely as deemed appropriate by our Crisis Response Team.

### **What is ACERTUS' no-contact delivery procedure?**

ACERTUS is taking extra precautions to keep customers, suppliers and team members healthy by offering a no-contact delivery experience:

1. The driver will contact the customer to coordinate delivery prior to arrival.
2. At the destination, the driver will complete a condition report, leave the keys and BOL within the vehicle, and step aside with a 6 foot distance. Drivers and carriers are instructed to wipe down door handles, steering wheel, shift/ nob, seats, console, etc. pending availability of cleaning supplies.
3. Customers will inspect the vehicle, sign the condition report and Bill of Lading, place them back inside the vehicle, and step at least 6 feet away.
4. The driver will return to the vehicle to retrieve the condition report and Bill of Lading. Email copies will be sent to the pickup and delivery contact.
5. The driver will depart the area.

### **Is ACERTUS transporting vehicles with known cases of COVID-19?**

Infectious disease is not an area we specialize in. In the event the client has a known case we would provide them with the number to AfterMath (877-688-0234) which is a nationwide 3rd party service that specializes in infectious disease and blood born pathogen removal.

Once the vehicle has been treated, the client can notify us and if the vehicle needs to be picked up we will be happy to arrange.

*For questions regarding our no-contact delivery process, please email [Response@ACERTUSdelivers.com](mailto:Response@ACERTUSdelivers.com), text or call (877) 370-3398.*

*Stay up-to-date with ACERTUS regarding COVID-19 by visiting: [www.ACERTUSdelivers.com/covid-19-update](http://www.ACERTUSdelivers.com/covid-19-update)*

EXPERIENCE OUR RELENTLESS DRIVE TO DELIVER