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4/9/2020

Update Regarding Covid-19

In an effort to follow the protocols of the CDC and regulations of the state and local government, the information below outlines the steps we are taking and what you should be expecting.

Concerning our staff and customers:

Due to the present COVID-19 (coronavirus) pandemic, our first priority is to keep our employees and customers safe. At this point, the majority of our staff are working at home with minimal staff at our facilities. We are taking extra precautions to sanitize surfaces, wash hands often, and wear masks / gloves as deemed necessary.

Shipping:

We are still shipping orders of in-stock items. However, there may be delays that are beyond our control in the delivery of packages. You are responsible to find out if the carrier is still delivering to your address. There are no refunds for delayed shipments. Also, if you are a business that is closed due to government mandate, the shipping companies will likely not deliver. If your shipment is returned to us because it cannot deliver, you will be responsible to pay all related shipping / handling charges. (This includes return S&H and outbound S&H to re-ship it.)

Here are links to the policies of our shipping carriers:

UPS: <https://www.ups.com/us/en/about/news/important-updates.page?>

FedEx: <https://www.fedex.com/en-us/coronavirus.html>

USPS– Residential: <https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Residential-Customers>

USPS – Business: <https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Business-Customers>

Out-of-stock Items:

If your order needs to be drop-shipped, we will try to advise you of any delays that may be encountered. If / as things change, we will post updates as soon as possible.

We encourage everyone to do their part to follow the government guidelines for social distancing and hand washing.

Our thoughts and prayers go out to those who are being affected by the virus.