



March 23, 2020

To: Our Valued Customers

Re: COVID-19 reassurance

The recent Shelter In Place order from the State of Illinois provides that individuals may only leave their homes for essential activities. Based on the outlined list of essential businesses, construction/ industrial equipment dealers clearly constitute essential business for operations. Burris Equipment is in this classification and we are committed to providing the services you need to keep your operation up and running.

Because we are an essential business, our three (3) locations will continue operation under normal business hours of Monday through Friday 7:00am to 4:00pm. To continue serving our customers safely & effectively, we are limiting public access to our showrooms, parts counters, and sales offices. We will be instituting the following guidelines to protect employees and customers and avoid the spread of infectious diseases.

*All of our outside sales staff will be working remotely. Please contact them via email or by mobile phone and they will help you in any way possible.

*While our locations are open, we are directing customers to contact us through phone or email. We can ship parts to you or you may pick up upon phoning in your arrival and the parts will be delivered to your vehicle following the safe distance guidelines.

* If you show any symptoms of illness, especially coughing, sneezing, or fever, you will not be allowed into the building. Please contact us by our phone or online options until symptoms are gone.

*In our facilities we are regularly wiping down counters & high contact areas with disinfectant products as outlined in the CDC guidelines.

*Employees are instructed to follow safe distancing and using hand sanitizers and/or gloves in adherence to the CDC guidelines.

*Service departments will operate normally & will be continuing to handle your service emergencies.

*Trucking will continue to pickup & deliver equipment.

We will make every effort to process all parts, sales, rentals, and service orders within our normal time periods.

In summary, Burris Equipment is open for business. We will always support our employees, customers, and business partners to the very best of our abilities. We will be conscientious and pro-active to keep our employees and customers safe and avoid the spread of infectious diseases by continuing to adopt best practices as outlined by the CDC to protect your health. We are available to keep your operation up and running, whether its Sales, Parts, Service, Rental or just a resource for you in these uncertain times. Please reach out to any of our locations and let us know how we can help !

Barry Heinrichs

President