



Serving Mendocino County in Heavy Equipment Sales & Rentals Since 1999

Updated: 3/23/2020

To Our Extended Family of Friends, Employees, and Customers:

As we enter unprecedented and challenging times resulting from the widespread effect of COVID-19, we want our customers, employees, and greater community to know that we are here to endure these challenges. Defatte Equipment will remain open in order to support our customers "essential" needs. In order to maintain a safe environment for our customers and employees, we have implemented many operational changes to our business during this time:

- Social Distancing practices- no handshake policy, maintain 6ft distance of all others whenever possible.
- Extensive equipment cleaning practices include washing all equipment with a mixture of bleach & water, cleaning all controls, switches, fuel caps, and other frequently touched surfaces of equipment with Clorox wipes before & after rental transactions.
- Enhance office & shop sanitation with extensive cleaning of commonly touched surfaces & tools.
- Any sick employees are instructed to stay home; we ask that customers do the same. If you are 65 or older or have a preexisting illness please stay home, stay safe, and call us if we can help in any way.
- Credit card payments only, no cash.
- We encourage our customers to use the phone and call us with any questions in order to limit your need to be in the store. We can set up any rental by phone, email, or by online quote request on our website. We can take payments over the phone or via email. In effort to reduce in-store traffic, we will be offering free deliveries within a 10-mile radius of our store during this time and low rate deliveries outside of 10 miles.
- Operational hours have been shortened to 7:30am-4:00pm Monday-Friday.

As we are here to help customers in "Essential Business," we ask that all who visit our store follow our no handshake policy and 6ft social distancing rules.

This is an everchanging situation and we are prepared to make changes as needed. We thank you for your support and cooperation throughout this situation. If you have any questions, feel free to call or email: (707)463-1057 or joe@defatte.com.

Thank you,

Joe Defatte
General Manager
Defatte Equipment Inc.