

March 19th, 2020

COVID-19 UPDATE

As with all businesses we are concerned about protection of both our staff and customers. In these unprecedented times we've had to make some tough decisions and so from March 17th forward we've introduced a few additional measures. In implementing these steps we hope to balance the emerging situation with maintaining service to our customer base.

- **We encourage customers requiring exchange boards to order over the phone and have them freighted out.**
- **For customers exchanging boards over the counter our staff have been requested to maintain a distance of 1.5m from customers.**
- **No customer access will be granted to toilets or the workshop for any reason – no exceptions.**
- **All inwards goods will remain in isolation for a minimum of 48 hours before entering our workspace. This will have a minor impact on turnaround time.**
- **No boards will be tested on the same day. Minimum turnaround time will be 48 hours.**

We thank you for your understanding and hope for a speedy end to the situation.

Regards
MODULE REPAIR SERVICE PTY LTD