



Lake Norman
1409 N Highway 16
Denver, NC 28037

Hilton Head/Bluffton
1 Matthews Dr
Hilton Head Island 29926

To Our Clients,

As a valued client of Hot Wired Audio Video, we appreciate the trust you place in us for your home and business needs. With the current health concerns, it is important for us all to monitor the situation involving the Coronavirus (COVID-19).

As we are **an essential business**, we want to continue to serve you with excellence and an abundance of caution. Please see below, our response to how we at HWAV intend to continually provide superior (and safe) service to you and your families:

- We have a very strict policy in place that if any staff member is not feeling well to **stay at home** and **consult with their physician and with his or her immediate supervisor**.
- We have adopted a **“no hand-shake policy.”**
- **All of our teammates are equipped with hand sanitizer and masks**, while we are not requiring our teammates to wear these at all times, they will be happy to do so upon your specific request.
- Our teammates have been instructed to **limit contact with and around your home** and keep all areas as sanitary as possible.
- All service requests are first trying to be resolved remotely to help eliminate the need to dispatch a service technician.

Our technicians and your safety are our main concern. In the best interest of everyone's health if you are sick or have been in contact with someone who has been exposed to Covid-19 please make us aware by contacting the office so that we can discuss the best way to safely service your needs.

Feel free to contact us anytime you need us for your home or business needs. We are open for business and ready to serve you!

Best Regards,
The HWAV Team!

www.hotwiredav.com
855-PRO-HWAV