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residential • commercial • home staging • special events • trade shows • clearance centers

March 14, 2020

Dear Clients,

AFR Furniture Rental is committed to keeping you safe throughout this uncertain time. With the ongoing concern about novel coronavirus (COVID-19), I want to personally assure you that we are monitoring the situation closely and taking every possible measure to protect our residential, special event, trade show, and commercial clients.

Precautionary Steps

Your safety is always of the highest importance to us here at AFR. We take great pride in our cleaning and sanitizing measures - and are taking steps to make these procedures even more rigorous and thorough.

- We heat treat every mattress and disinfect them with a powerful commercial product.
- Our teams thoroughly shampoo upholstery.
- We disinfect remote controls for TVs and other electronic devices.
- We launder all linens and disinfect dishware, silverware, and glassware with high-temp commercial dishwashers.

Updated Delivery and Pickup Protocol

We are keeping our teams current on all recommendations and updates from the CDC as well as instituting new safety precautions for the pickup and delivery of any product.

- AFR is providing our teams with face masks, nitrile gloves, hand sanitizer, and EPA-approved cleaners/disinfectants specifically mentioned by the CDC in its Environmental Cleaning and Disinfection Recommendations.
- Our employees are required to wear face masks during all deliveries and pickups.
- Our teams are not permitted to enter an occupied residence. All occupants are required to leave the residence until our team has completed service.
- During pickups and deliveries, we wipe all products with an all-purpose cleaning solution and a disinfecting cleanser without exception.
- Nitrile gloves are carefully disposed of after every pickup and never reused.

Updated Staff Protocol

We are working closely with our staff in offices and warehouses across the country to keep them safe and help limit the spread of the virus.

- We are encouraging any sick team member to stay home and notify their supervisor and healthcare provider immediately.
- We have implemented temperature checks and additional screening before entering any of our buildings. Wearing a mask while in office common areas is mandatory.
- AFR is providing routine cleaning in all frequently touched surfaces in offices and warehouses.
- We are monitoring employee travel and have made recommendations to our staff to limit all nonessential travel based on Travel Health Notices from the CDC.
- As an additional precaution, we have instructed our staff to avoid shaking hands and to use proper hygiene etiquette including hand washing.

Though circumstances are challenging, we are committed to supporting our partnership and stand ready to continue providing the same high level of service you have come to expect from us. Please call us at 888.AFR.RENT for questions and support. Our customer service specialists are standing by to assist during normal business hours.

We will keep you informed if we find it necessary to make any changes to our plans.

Thank you for putting your trust in AFR and for allowing us to serve you.

Sincerely,

Jerry Hellmann
CEO, AFR Furniture Rental