



# Ameta remains open as safety related services and products listed in the category of essential business

Dear valued customer,

As a measure against the spread of COVID-19, Ontario Premier Doug Ford has ordered all non-essential businesses to close as of 11:59pm Tuesday, March 24, for at least 14 days. Ontario Government has released [lists of essential services](#), **considering that security services are essential services, our company will maintain our operations until we receive further notice.**

We hope you, your families and employees are doing well and keeping safe.

Yours Sincerely,  
Ameta International Co., Ltd.

## An Important Notice to Customer

Dear valued customer,

We highly appreciate your support and understanding for the changes we made to protect our employees and customers during this pandemic. After one-week trial of the new operation, we received great feedback from our valued customers which will lead us doing even better. Following is the update procedures we will take in the following few weeks:

1. Please obtain your sales order number before picking up to shorten your waiting time and reduce unnecessary contact. You can find your sales order number from your online account, or simply call or email your sales rep.
2. We strongly suggest you use advanced payment methods include e-transfer, bank transfer, or update your credit card to your online profile, which can effectively avoid physical contact, and protect both you and us. For customer who has to use POS machine, we will use alcohol sanitizer to clean POS machine after every transaction. Please try not to use cash.
3. For the safety of our customers, we will provide one month extended warranty for products which the warranty will be expired between March 23 and April 30, 2020. Thus, there's no need to rush to end user's location for service because of warranty expiration.
4. Any action that can reduce physical contact such as limit RMA service will help to contain the virus spread. We are canceling same day RMA service, and all RMA requests will be processed by the next business day.

Again, we apologize for any inconvenience this may cause you, and your cooperation is highly appreciated.

Yours Sincerely,  
Ameta International Co., Ltd.

# An Important Message About COVID-19

Dear Valued Customers,

The safety and well-being of our customers and employees is always our highest priority. We are actively monitoring the coronavirus (COVID-19) situation and following official instruction to help keep our community safe. Steps to keep our business operating as and continuing service our customers at this difficult time are:

## **Business hour adjustment**

From March 17th to April 5th, our business hour will change to 9am to 6pm, Monday to Friday. Vancouver branch remain at its regular schedule 8:30am to 5:30pm, Monday to Friday.

## **Use website or telephone to place order and save on shipping**

Advised from World Health Organization, avoiding direct contact can effectively reduce the spread of the virus. We highly recommend you choose shipping as the priority method instead of in-store picking up. For GTA area customers who place order between March 17 to April 5, we offer \$10 flat rate shipping as an option to save your time and cost on the way and lower the risk of face to face communication (Some products excepted, such as Cable and Ditec door operator).

## **Pick up and RMA area switch to the loading dock area located at the back of our building**

For all in-store pick-ups or RMA service, please process at our loading door (located at back of our office building), please ring the doorbell and our operators will help you with the whole process. We strongly suggest our customer to contact us ahead for pick up or RMA to shorten waiting time. All RMA request will be processed in the following working day.

Our front door will keep closed but one of our employees will work at front reception desk to provide any assistance when walk in customer needed.

## **Increase disinfection procedure and wear face mask**

It is imperative that we maintain our commitment to prioritize the health and safety of you and our employees. Over the coming weeks, all our employees will wear face masks during business hours. Face masks are verified to be effective at capturing droplets, which is a main transmission route of coronavirus, and some studies have estimated a roughly five-fold protection versus no barrier alone. Please noted that wearing face mask is not a pattern of illness, but to better protect both you and us, continue to serve the industry during this difficult period.

## **Events Postponed**

Based on recent announcements limiting gatherings of more than 250 participants, we've been informed by the show organizers that the PM Springfest, April 2, and Security Canada East, April 22, has been postponed due to the COVID-19 coronavirus. The new date will be announced in the coming weeks.

All online Webinars will keep going as scheduled. For more events update, please visit: [Ameta Events Page](#).

We apologize for any inconvenience this may cause you and extend our thoughts to all those affected by the COVID-19 coronavirus.

If you have any questions or concerns, please do not hesitate to contact our team.

Yours Sincerely,

Ameta International Co., LTD.