



BLUEGRASS INTERNATIONAL TRUCKS, BUSES, RV'S, & IDEALEASE



COVID-19 Update (3/23/2020)

To our valued customers,

We are committed to ensuring that our employees are protected and avoiding unnecessary spread of the COVID-19 virus while continuing to provide outstanding customer service with minimal disruption.

As defined by the Department of Homeland Security, Bluegrass International is an essential business to the Transportations Systems industry. We will remain **fully operational** with no changes to our hours of operation until further notice provided that our staff continue to be safe and healthy.

Effective immediately, we are implementing the following changes for certain departments to ensure the safety of our employees and customers as we continue to operate:

Truck, Bus & RV Sales:

- Our salespeople will be restricted from face to face visits with customers. They will be fully functional with the use of e-mail and phone communication.
- We encourage our customers to check out our website for current inventory & pricing:
 - o www.bluegrasstrucks.com

Idealease – Truck Rental & Leasing:

- We will continue to service our lease & rental customers through our shops.
- Rental trucks **ARE AVAILABLE** for companies who may be in need during this crisis.

Service:

- All 3 of our locations will remain fully operational with unchanged business hours.
- Customers who come to our facilities will be greeted at the door while practicing “social distancing”.

Parts:

- All 3 of our locations will remain fully operational with unchanged business hours.
- Our salespeople will be restricted from face to face visits with customers. They will be fully functional with the use of e-mail and phone communication.
- We encourage customers to order **All Makes** parts online:
 - o <http://www.bluegrasstrucks.com/parts-order.aspx>
- Customers who come to our facilities will be greeted at the door while practicing “social distancing”.
- We **will** continue to deliver parts but will be dropping them off outside the customer’s door, thus eliminating face to face contact.

Our leadership team continues to monitor the situation and will adapt accordingly as conditions evolve. Thank you for your support and remember, we are here for you!

Woody Deters

General Manager

Bluegrass International