[Template] Customer Email

Dear Sir or Madam,

As the coronavirus pandemic evolves, we are trying our best to manage the situation and keep our customers, business partners and employees healthy and safe. Therefore, we have implemented a number of safety measures, including:

* Minimizing personal contact and working remotely where possible
* XXX
* XXX
* XXX
* ...

We would like to reassure you that despite some limitations, we are **open for business** and committed to deliver the best possible products and services to you. Please continue to contact us **by phone or email during regular business hours [Mo-Fr 8am-6pm] for a consultation or to place an order.**

We will closely monitor the COVID-19 situation and update you accordingly.

We look forward to seeing you again soon in person.

Until then: Stay healthy!

[Your XX team]

Dear Sir or Madam,

As we all face unique challenges in these uncertain times, we want to reassure you that at [company] we will continue to provide you with the services and technology you rely on. We are focused on the safety and health of our customers and employees and have systems in place to minimize disruption of our services.

We are currently open during normal business hours for sales and service operations. We are taking the following steps and precautions onsite to ensure minimal exposure, maximum safety and help control the spread of COVID-19:

* Company-wide policies, as recommended by the Centers of Disease Control (CDC) and World Health Organization (WHO) have been adopted.
* Field service technicians have been instructed to follow COVID-19 related safety practices.
* We have restricted non-essential travel, postponed large events, and enhanced social distancing practices.
* Customer-facing employees have been advised to have virtual meetings when possible and observe all recommended safety precautions.
* We have established guidelines to work from home where possible.

For customers who prefer to avoid visiting a branch location:

* If you have urgent repairs, call us at X-XXX-XXX and we will schedule field service technicians.
* If you need parts/products, we encourage ordering online or phoning in your order. We are also practicing social distancing guidelines for walk-in customers at our store locations.
* If you would like to talk to one of our sales representatives please call X-XXX-XXX or email XXX@XXX.com.

As the situation is changing rapidly, please refer to our website XXX.com and social media for the most current information.

At [company] you will find the right assistance, knowledge and experience to support you through this time so that we come out in a strong position for the future.

Regards,

[Company]