

“We’re Closer Than You Think”®



To Our Valued Customers During These Unprecedented Times

At Klaben, Satisfied Customers are the foundation of our business model. As we continue through these challenging times, our attention remains focused on your health, safety, well-being and peace of mind. We continue to closely monitor COVID-19 developments and adjust business practices accordingly. As a good corporate citizen, we remain responsive to the ongoing public policy directives addressing this pandemic.

Please know that our continued ability to meet your needs, exceed your expectations and deliver the level of service you expect from Klaben is only made possible by the collective efforts of the dedicated, caring professionals that comprise the Klaben Team.

Entire Facility – The cleanliness and maintenance of our facilities has always been a priority and we are currently taking added steps to insure a safe environment.

- Instituted CDC recommended disinfectant practices, paying particular attention to common areas and commonly touched surfaces.
- At the Kent locations we are in full compliance with Kent Ordinance 2020-62 which states “All customers must wear Facial Coverings while they are inside a retail business establishment, unless the customer states that an exception applies.”
- We have constructed additional sales-team member offices to enhance social distancing for the protection of team members and customers.
- Increased the level and intensity of cleaning and disinfecting.
- Hand sanitizer is conveniently located and available for all employees and customers.
- Face coverings are required to be worn by all employees unless they are working alone in an assigned work area
- Face coverings are conveniently located and available for all customers
- Revised, posted and continuously monitor Maximum Occupancy Levels for all customer locations
- Continuously train and monitor employees regarding social distancing and heightened hygiene practices
- Revised layouts and added signage/markings to facilitate social distancing
- Restricted access or closed non-essential rooms/locations

Service & Parts – We remain committed to providing the professional service and convenience you have come to expect from Klaben with added emphasis on the safety of our customers and employees.

- Drive-through facilities open as usual with expedited check-in procedures
- Shuttle service remains available
- Vehicle pick-up and delivery availability has been expanded
- Rental or Loaner Vehicles sanitized before and after each customer’s use
- Secured additional supplies of disinfectants, wipes, hand sanitizers and gloves
- Continue to use seat covers & steering wheel covers
- Employees use gloves and wipes to clean and disinfect the common touch areas of customers’ vehicles before and after service

“We’re Closer Than You Think”®

KLABEN

AUTO STORES

Sales – We remain committed to meeting our customers’ needs and exceeding expectations with added emphasis on the safety of our customers and team members.

- Online digital platform is available 24/7 and provides the full dealership experience – online and at your convenience! Visit www.klaben.com.
- Communication tailored to you – visit, phone, email, text, video conferencing - on your terms
- Virtual product demonstrations
- Onsite or remote deliveries
- Spacious showrooms allow for comfort, safety and peace of mind associated with social distancing

Thank you for your business. We remain at your service.

We will continue to take responsible steps to address your needs while being mindful to your health and safety. We appreciate your business and extend our genuine concern and best wishes to you, your family and all those affected by the coronavirus pandemic.

Klaben Family