



3/19/20

Dear Valued Customers,

As the situation with the coronavirus (COVID-19) continues to evolve, we want you to know that the health and safety of our employees, customers, and the communities we serve is our top priority. In order to continue to support you while you work, providing needed materials and excellent customer service, we have implemented the following changes to our business model:

No-contact pickup & delivery

To help protect you and our employees, beginning Tuesday, March 17th, our counter area/store front has been closed to the public until further notice. We are requesting all customers call, fax, or e-mail their orders to us, which will then be arranged for pick-up at our store (brought out to your vehicle) or delivery.

For delivery orders, we have instructed our drivers to drop off packages, take pictures of the delivery, and sign on behalf of the customers.

Store Hours & Sanitation

We are closely following the most up-to-date guidelines from the Centers for Disease Control and Prevention (CDC) and implementing their recommendations throughout our store. Extra measures are being taken, such as regularly sanitizing high-touch areas and high-traffic areas, as well as having our store professionally cleaned and sanitized, to ensure a clean and healthy work environment for our employees. We are also actively educating our employees on preventative measures and making hand sanitizer, sanitizing wipes and sprays readily available.

Effective Monday, March 23rd, we will be temporarily adjusting our store hours to close at 4pm Monday through Friday and closed completely on Saturday's, except for emergency needs. This will give us the ability to perform additional cleaning and sanitizing in our store.

As the COVID-19 situation is continually changing, we are doing everything we can to keep our store open and our employees healthy so that we can continue to serve and support our customers. We hope, in return, you will continue to support us. It is during these difficult times, that it is most vital for communities to come together and support their small, locally owned businesses.

Please stay safe and healthy!

Best Regards,

A handwritten signature in black ink that reads "Jim Knapp". The signature is written in a cursive style with a large, prominent "J" and "K".

Jim Knapp

President