



To: All Our Customers

From: Irr Supply Leadership Team

Date: 5/26/2020

Subject: Coronavirus Covid-19 update

With the current state of our industry, we feel the need to communicate our continued actions to provide products to our customers, and protect our employees.

- **Irr Supply is open during this time and is still offering emergency openings (for a fee)**
- **Irr Supply is accepting returns at this time, but those returns will take at minimum 3 days to process. This quarantine period is for the safety of our employees.**
- **As of March 21<sup>st</sup>, all locations are closed on Saturdays until further notice.**
- **All deliveries will be to the door. Our drivers have been instructed not to enter any buildings.**
- **Our showrooms are considered "retail" and therefore are not allowed to open until phase 2.**
- **All trainings/gatherings have been cancelled until further notice.**
- **Sales Reps can make sales calls with the use of proper PPE.**
- **All locations will have a sectioned off area for customers to enter but keep 6 ft of separation. We are asking all customers to respect this request and stay within the sectioned off area.**
- **All our employees are being given a "face covering" to comply with NY & PA's newest orders. We are asking that our customers also comply with this executive order when entering our locations.**
- **Every store has received "Cleaning Requirements for their location".**
- **To keep everyone safe we are requesting "Phone Orders", or "Online Webstore orders" as the preferred order method! This service will allow us to maintain 6 ft of separation**

As we all work thru this time, we will continue to keep you updated on any changes. Our goal is to try to keep everyone safe and in a healthy working environment. Thank you for your cooperation during this difficult time.