

## covid-19 update 3-16-20

### Customer Service, Credit, Swatch & Parts Requests

Friday, March 13th, the state of Utah announced that all schools will be closed for, at minimum, two weeks. As our Customer Support Operations are based in Salt Lake City, over the weekend we started implementing the necessary actions to accommodate employees who need to be home-based for the foreseeable future.

#### Customer Service and Credit Support:

You can use your normal communications methods to reach us, whether email, phone or fax. As always, we encourage you to utilize eOrders or TouchPoint to place your orders; they are the fastest way to get orders into production.

#### Sample Swatch Requests and Part Orders:

We will continue to process orders but may be slower than normal due to reduced office staffing.

Fortunately, over the last several months, we have tested our work-at-home model on several occasions so we have great confidence in our team's ability to continue providing excellent service. As we expand this model this coming week, we ask your patience as we ensure all technology works as tested.



Please know that we are as committed to staying connected and supporting you as we are to ensuring our employees stay healthy and well during this extraordinary time.

We thank you for your understanding and continued support.



Michael Discenna  
Vice President, Customer Experience