



March 2, 2020

Dear Valued Customer,

As you are aware the Wuhan novel coronavirus (2019-nCoV) continues to spread across the globe with new cases increasing daily. As health concerns continue to rise, we've witnessed a growing demand for our health and safety products.

As global manufacturing and supply chains continue to feel the effect of the Wuhan novel coronavirus epidemic as factories and logistics providers in China and other impacted countries seek to resume steady operations. It is our hope that production-related challenges may be overcome in the coming weeks, the reality of limited inbound and outbound capacity will likely be felt through April, and potentially beyond as supply chains normalize.

As a wholesaler, we are strongly focused on working closely with our supplier partners to service this increased demand. While, there will be times when specific SKUs will be delayed, or lead times get extended, S.P. Richards will continue to put our cross-functional efforts to meeting and exceeding your expectations.

We encourage all customers to work closely with your S.P. Richards representative to ensure your orders are fulfilled with limited interruptions. Additionally, your S.P. representative can consult with your team to highlight alternative SKUs should there be a concern on inventory levels.

Sincerely,

S.P. Richards Company