



April 1, 2020

Dear Valued Barrows Client,

As the impact of COVID-19 continues to evolve, we have been working to ensure we prioritize the health of our employees and community while we continue to serve you, our valued clients. We have allowed Account Managers, Designers, and most office staff to work from home, as well as set up our installation teams into smaller groups.

I felt it was the right time to reach out to all of you and let you know how we plan to handle the current orders that have been recently processed and any ongoing or future projects that we may be working on for you.

For orders that have recently been placed with us, but have not yet been delivered, we are asking that you be patient and understanding. The majority of our 300+ manufacturers have either paused production or have changed all production to meet the needs of "essential orders." Essential orders are being classified as items to help our nation through this continued crisis. If you have recently placed an order that you feel may qualify as an "essential order", please reach out to your Account Manager. If your order does not classify as such, please know that we are working to get you a realistic timeline for delivery as quickly as possible. As always once we have an estimated receipt date for your order, we will work with you to schedule an installation that fits your schedule at that time.

For ongoing projects, Account Managers and the Design team are continuing to work remotely for the foreseeable future. We are happy and equipped to set up virtual meetings with you to discuss these or anything new that may arise during this time.

We are prepared and anxiously awaiting a busy Spring and/or Summer once production is back underway and we are once again receiving products. For your upcoming projects where orders have not yet been placed, please work with us to get your orders submitted as soon as possible. We say this as we want to make sure we are submitting orders to the manufacturers early in the queue ensuring your order will ship out as soon as possible once production begins again.

Our team is here for you and we appreciate your continued partnership. We will strive to keep you informed as more information becomes available. Should you need to speak with someone, please reach out to your Account Manager or myself via the contact information below.

Sincerely,

Chris Clemmer
CEO | Barrows Inc.

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