



Senior  
Leadership

[www.shatrshield.com](http://www.shatrshield.com)

Special-Announcements

## COVID-19 and Shat-R-Shield Business Operations

To our Valued Customers and Rep Agency Partners:

At Shat-R-Shield, we are monitoring the COVID-19 pandemic to ensure that we are, first and foremost, taking care of our employees by offering them the ability to work remotely where appropriate and utilize social distancing for manufacturing positions who continue to produce and ship products to our customers. We are cleaning and disinfecting the office area and manufacturing areas and have ramped up all cleaning, especially in common areas. No outside visitors are allowed in our buildings. And additionally, we have a travel ban in place through at least April 20<sup>th</sup> and will review again at that time.

Since we are still operating at full manufacturing capacity, we want to ensure you that we have sufficient stocks of all A and B items and are not experiencing scarcity of our lamps and fixture components. We do have customers who have shown concern regarding their current lamp orders and have asked Shat-R-Shield to increase order quantities and/or ship early. We will continue to accommodate these requests and will work to supply needed products.

Shat-R-Shield is committed to taking care of our customers and have created a **120-Day Lamp Program** (*effective immediately for orders dated March 25th to*

July 31st) to waive certain terms in this difficult time. This program will allow you to take care of your end users, especially as the Shat-R-Shield products support food processors, grocery stores, pharmaceuticals and other essential businesses supporting our nation throughout this unprecedented time of change. Below is an overview of this program for your review:

- Free freight for all (case quantity) coated lamp orders through July 31<sup>st</sup>
- No hassle returns for 18 months
- Discounts on lamp orders over \$5,000 (\$5,000 discounted at 5% and \$10,000 orders discounted at 10%)
- Moratorium for 120-Days on Lamp Category Price Increases (through July 31<sup>st</sup>)
- Minimum 2 case for 8' lamp orders

We believe this is a strong program to ensure we are supporting you and your customers, and especially these essential businesses, in this time of need.

We will update you on Shat-R-Shield's status should there be any change in our operations. As always, we are open to additional communication as our sales team and customer service team is ready and available to answer any questions or concerns. Thank you for your business and our partnership.

Best regards,

**Bob Nolan**  
CEO

shat-r-shield<sup>®</sup>inc.

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