



March 24, 2020

Dear Valued Customer:

Edwards' warehouse will re-open Wednesday, March 25th to process and ship orders. This is due to the state of Michigan deeming that the business is essential and critical to the infrastructure supply chain. This essential status provided by the state of Michigan means only critical staff be at the warehouse location to maintain business activity.

Many of our teams continue to work offsite including Customer Service, Inventory Planning and Credit. Orders may be placed by contacting Customer Service or electronically via EDI and the website. Once orders begin processing you'll receive order confirmations and shipment tracking information via email.

We will continue to maintain service levels that you've come to expect from Edwards. Blank orders will ship same day when received by 5PM ET. Decorated orders will be processed, however please understand we are working with a limited team to maintain these services. All questions regarding your orders should be directed to Edwards Customer Service at 800.253.9885. They are available Monday – Friday, 9AM – 6PM ET to take orders, respond to questions or check order status.

I hope that you and your families stay safe and healthy. I want to thank you for your continued partnership and patience during this unprecedented healthcare crisis.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Schultz", written over a white background.

Gary Schultz
President and CEO