

Dear Valued Customer,

During this difficult time, KSS Enterprises is committed to providing continuity of service and to be a resource for help and information for you and your staff. We stand beside you as we all navigate the mandated shutdowns due to COVID-19. The market is changing rapidly and there are still many unknowns at this time.

As demand for products to help in preventing COVID-19 continues to rise, we want to let you know we are in continual contact with our suppliers and working to replenish inventory as quickly as we are able. This impact will continue for some time and inventory availability will be very fluid.

These conditions do require us to evaluate our policies to ensure we are servicing all customers effectively. Due to COVID-19 and the significant increase in purchases on **disinfectants, masks, hand sanitizer, soap, tissue, spray bottles, gloves, and Clorox T360 machines and chemical** once you place your orders for these products the sale is considered **final**. We recognize that when supply gets tight the urge is to buy what you can, however at some point this viral outbreak will wane, as will the excessive demand for these items. We encourage you to understand the risk associated with placing these orders for inventory and trust you can appreciate the responsibility for these items is yours. Our team is here to assist you in determining what a recommended supply would be to help you in getting what is necessary for your facility.

Additionally, to assist our team with deliveries, with the increasing shutdowns and changes to business hours, if you can please communicate with your sales rep or coordinator if your facility has new requirements regarding hours or personnel in your buildings, it is very appreciated. We are doing our best to accommodate all of these changes and thank you for your patience.

We appreciate your partnership and understanding as well all navigate this unprecedented supply demand. If you have any questions please reach out to your sales consultant or call 269.349.6637.

Sincerely,

Your KSS Enterprises Team

## Branch Locations

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

Grand Rapids	Jackson	Petoskey	Plymouth	Sault Ste Marie	South Bend	Traverse City
410 44th Street SW, Suite A Grand Rapids, MI 49548 616.455.5090	132 W Pearl Street Jackson, MI 49201 517.784.7891	2861 US 31 North Alanson, MI 49706 231.347.6865	46001 5 Mile Rd Plymouth, MI 48170 734.453.1111	3251 S M-129 Sault Ste Marie, MI 49783 906.253.2100	208 E Sample Street South Bend, IN 46601 574.233.7535	3820 Cass Rd Traverse City, MI 49684 231.929.4923