



March 24, 2020

Subject: COVID-19 STATEMENT

Prismatic Designs Ltd, like our sales representatives and customers, is adjusting daily to the changing information provided to us by our local health officials battling the COVID-19 outbreak. We remain operational and ask that you note the following:

- Our factory remains open;
- General lead time estimates remain normal at 10-12 weeks; as usual with our customized products some orders will vary based on material specifications;
- Local Prismatic sales reps continue to be available by phone and email, please refer to the FIND YOUR REP section of our website (under ABOUT US);
- Our Customer Service Representatives (CSR's) are now all working remotely but fully able to reply to you via email; we are currently unable to accept phone calls or reply to voicemails – please EMAIL ONLY;
- Order Entry and issuing Order Confirmations is unchanged; please forward all PO's to orders@prismatique.com and we will confirm receipt same day;
- Approval Drawing issuance is experiencing some slight delays but we are still working with a 3-5 day turnaround target;
- Literature and finish sample fulfillment is affected and is now operating for small quantities only with weekly, not daily, shipments; there is no overnight service available, all shipments will be FedEx Ground.

We will update this statement as necessary over the coming days. We wish you and yours continued good health, stay safe.

Sincerely,

Kevin Munroe
VP, Sales & Marketing

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