



To: Our Valued Customers

Thank you for your loyalty as a customer and your patience with us during this tumultuous time. With respect to the recent news surrounding the Covid-19 virus, we at Kaptontape.com are taking immediate and necessary action in an attempt to minimize any possible impact to our employees and business partners as well as our manufacturing and distribution facilities. Since the news of the outbreak, we have made adjustments to our operations in order to ensure the safety and security of our employees and facilities while minimizing any potential disruption to our ongoing business.

While we are making every effort to maintain our normal manufacturing, production, and shipping schedules, at this time, we are beginning to experience some disruptions to our normal operation. Therefore, given circumstances that are beyond our control, we can no longer guarantee that your order will be processed, shipped, and delivered within our normal lead times. If there are any delays in processing your order(s), we will do our best to communicate these delays in a timely manner. As you can understand, we will not be held accountable or responsible for delays during this outbreak period.

During this time, we ask that you primarily reach out to us with inquiries and questions via e-mail at [sales@Kaptontape.com](mailto:sales@Kaptontape.com) since most of our staff will be operating remotely and may not be able to answer the phone or get back to you in a timely manner if you do not reach out to us via e-mail.

We apologize for any issues or delays that these new procedures may cause and pledge to work diligently throughout this crisis to continue providing the products, services, and support you have come to expect from Kaptontape.com and affiliated companies. We will continue to monitor the potential spread of the Covid-19 virus and will keep you informed of any changes in our policies and operations.

Kaptontape.com Team