

Dear Sonny's Customers,

For over 40 years, you've trusted me and our staff to service your business. As the coronavirus (COVID-19) continues to dominate the news, we are prepared to navigate through these challenging circumstances together.

The well-being of our employees and our customers remains our top priority and at the forefront of everything we do. At this time, all of our facilities remain open, in full production with business hours as usual M-F 8:30am - 5:30pm and Customer Service M-F 8am - 8pm. We have implemented factory and office protocols that include greatly reducing face-to-face meetings, option to work remotely when possible, and strict travel restrictions. Social distancing of 6' in work areas is the new norm. We ask that you limit visits to the office or call ahead so we can plan to service you accordingly.

Communication remains open and easy to do. Please reach out to your Sonny's contact for options of Cell Phone Calling, Texting, Video Calling (FaceTime, Teams, Zoom, etc.), What'sApp text and video, and SKYPE. All employee emergency contact information can be found [here](#).

Orders, order status and RMA's. To access real-time order information, we recommend all customers register for a Sonny's online account. To do so, [click here](#). At this time, our Customer Service remains open from 8am to 8pm. However, should the situation call for our CSR employees to work remotely, access to the online ordering system will enable them to view your order and service you quickly and efficiently.

I will update this letter if any additional changes are necessary to ensure the health and safety of our employees. We continue to assess the latest news hourly, remaining vigilant, adjusting plans, and taking steps to follow all recommendations from the authorities.

We wish you and your family good health. Thank you for putting your trust in Sonny's.



Regards,
Paul Fazio