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3/23/2020

To our valued customers,

As we continue to navigate these uncharted waters we were operating with a “business as usual” mentality to continue to serve our customers. However, on Sunday 3/22/2020 Ohio Governor DeWine ordered all non-essential business to close until April 6<sup>th</sup>, 2020.

In order to comply with the executive order, we have moved most of our staff and operations to a remote capacity. During the order, we have a team working from home ready to answer your calls and emails. We are able to send virtual samples and proofs during this time and assist with any orders you need to place. Also, due to our manufacturing process, we are still able to fulfill most of our product line even during this temporary closure. Fortunately, our warehouse was well stocked before this pandemic hit and we have many items in stock and ready for delivery.

TOP Promotional Products remains committed to our customers and will do everything in our power to help you reach your marketing and promotional goals during and after this crisis we are all experiencing.

We look forward to helping you.

Best regards,

A handwritten signature in blue ink that reads 'A. Lawman'.

Andrew Lawman

Vice President



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3/18/2020

Hello to all,

We have begun a time of true uncertainty within not only the United States, but across the World. Scientists, Politicians, Doctors, Nurses, Law Enforcement and our Teachers are all working around the clock to find the best ways to confront and defeat our current pandemic.

We understand these unprecedented times continue to bring unexpected delays, cancellations and closures across all sectors of our society. Despite these changes we continue to see orders coming in and therefore know many parts of society will continue operate under these stressful times

TOP Promotional Products is here to help. We are rolling out several options to our valued customers.

1. Hold for later delivery. We can accept and order today and then print, build and prepare your order in advance. When you are ready for your shipment, all you have to do is call or email and your order will ship the same day.
2. Residential delivery. If you and your company has made the decision to operate from the safety of your home, we can gladly have samples and orders sent to a residential address and we will waive any fees associated with these locations.
3. Drop Ship fees waived. If you missed an event or conference but still want to gift your customers or prospects during these difficult times, TOP is here. Utilize our logistical expertise and we can ship your gifts directly to your customers. You will also have the ability to send a custom insert so you can be certain your customers know where the gift is coming from. Send us your list and we can get your shipping quote ASAP.

If you have any questions, please call and ask! We are here to help you find ways to keep your marketing strategies ongoing during these difficult times.

Stay safe and we look forward to hearing from you.

The TOP Team



## TOP Promotional Products

...enlightening premium ideas!



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