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You can rely on us during COVID-19.



Dear David,

Keystone is **Open for Business** and we're eager to serve you through this challenging time. Most of us are now working remotely with full in-office capabilities and all personnel that remain on-site are abiding by the strict guidelines set by the CDC and government mandates. I'm proud to say that our fulfillment teams haven't skipped a beat and we're currently shipping with the same fast turnaround times you've come to expect from Keystone.

While this is an unprecedented time, we want to remind you we're 75 years strong and have been through many ups and downs. We have the fortitude, resilience, and adaptability to be able to weather this kind of storm and we want you to know we will work through these challenges together. These moments define our true character as individuals and as a company and we are committed more than ever to earn your trust

as a valued partner.

Just like Keystone, undoubtedly your business has had to adjust in certain ways to accommodate our new "normal." We recognize policies and procedures are changing quickly, and in some cases location closures are happening faster than we all wish. In an effort to provide you with the best customer service possible, we will now notify you by email when your order is sent to our warehouse for fulfillment. You may cancel the shipment up to one hour after the time of this email for any reason. This measure is in place to help prevent shipping an order to a location that has been recently closed. Please double check to make sure the "ship to" address on the order is open for business at the planned time of receipt. If the recipient is closed for business at the time of delivery, the associated costs with that missed shipment may be your responsibility.

We ask that you communicate with us as much as possible during this unique time so that we can continue to deliver on our promise of Light Made Easy. Thank you for your confidence and support in Keystone during this challenging time. Your business is most certainly appreciated.

Sincerely,

Ira Greenberg
CEO

LIGHT MADE EASY®



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