



Dear Customers,

The situation regarding the coronavirus (COVID-19) is changing rapidly, and our number one priority remains the health and safety of our employees, colleagues and customers. That is why we are taking preventative measures to ensure that operations are maintained safely for all. In doing so

- All non-essential travel of any sort has obviously been cancelled.
- We have asked all employees who have travelled outside the country to go into quarantine for a period of 14 days.
- Anyone with symptoms related to COVID-19 should stay home and make sure to see a doctor before returning to the workplace.
- We have implemented the hygiene policies recommended by the Public Health Agency of Canada.

To serve you well during this period, here are the measures we have put in place

- We will be operating with normal business hours and will continue to reevaluate the situation as the world's situation continues to change and evolve.
- While our front 'showroom area' remains open, we have implemented and are enforcing 'social distancing' areas around the front counter that only 1 person at a time will be allowed into in order to deal with our sales staff.
- We have setup a 'no touch' drop area at the front door for any returns that you may have coming back to us, be they new, warranty, core or other types of returns.
- We are in constant contact with our partner-suppliers to assess the evolution of their inventories and regularly monitor the situation.
- As of today, we do not anticipate any breakdowns in the supply chain. However what we are seeing is a much longer picking time at our partner warehouses due to a combination of staff shortages as well as a restriction on the number of people allowed into each warehouse's 'pick-up' area at any given time. Please be patient with us as we all work through this together as a team, as a community and as a 'kingdom' as a whole!

We ask anyone with symptoms related to COVID-19 or anyone who may have been exposed to the virus to visit the Public Health Agency of Canada's website to stay on top of the latest news:

<https://www.canada.ca/en/public-health.html>.

The situation is evolving rapidly and we will keep you informed of any changes as they arise and as quickly as possible.

Sincerely,

the King