



March 24, 2020

To: All DoorKing Customers

Re: **COVID-19 (coronavirus) Impact on Operations Update**

California Governor Gavin Newsom issued Executive Order N-33-20 on March 19<sup>th</sup> that mandated “*all individuals living in the State of California to stay home or at their place of residence except as needed to maintain continuity of operations of the federal critical infrastructure sectors*”. Under California Health & Safety Code §120295 and Los Angeles County Code §11.02.080, violation of or failure to comply with the order is a crime punishable by fine, imprisonment or both.

The COVID-19 is still showing growth patterns in Los Angeles and Orange Counties and Government officials continue to urge everyone to abide by the Governor’s order. As such, we will continue to prioritize the health and safety of our employees, customers and business partners.

- Tech Support, Order Entry and Sales Department personnel are available to answer your calls as they are working from their homes. We are continuing to expand this as additional computers are being made available and ready to transport to their homes.
- We are only able to ship small parts/items needed for repairs. We are not shipping any finished goods at this time.
- Our products are available through distribution throughout the country.

We continue to monitor the ongoing impact of COVID-19 on a daily basis and will continue to assess the situation each day. Please be assured that we are working diligently to maintain communications and normal operations as much as possible. We are asking for your patience as we work through this situation and we thank you for your continued business.

Sincerely,

DoorKing, Inc.