



PNI's headquarters and manufacturing facility are operational, while adhering to safety and best-practice guidelines and guidance from public health authorities regarding the coronavirus (COVID-19) situation.

PNI is currently operating with employees working remotely. A small on-site team is following social distancing protocols and maintaining manufacturing and operations. However, due to the San Francisco Bay Area regional directive to shelter in place until April 7<sup>th</sup> or beyond, our team is working hard to fulfill your orders while we are able to do so. In the event we ship your order(s) before your desired ship date, we will adjust your invoices to reflect the early shipment and extend your invoice due date.

We will continue to fulfill your inventory needs and will notify you directly if we foresee potential changes in fulfilling your product requests.

We are in daily communication with our supplier partners, shipping carriers, and logistics services. At this time, most of our suppliers have not reported any specific impact on their production or shipping schedules. However, a few suppliers are operating with a reduced staff. If any of our suppliers report delays, we will notify customers and update the delivery and lead-time information on the affected product line.

You can access customer support online at [pnicorp.com/support](https://pnicorp.com/support) or via email at: [support@pnisensor.zendesk.com](mailto:support@pnisensor.zendesk.com).

The health and safety of our customers, partners, and employees is our top priority. We will provide updates as we continue to monitor the impact of the coronavirus situation.

PNI appreciates your business and wishes you well during this difficult time.