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Dear Valued Customer,

As you are already aware, the novel COVID-19 virus has created unprecedented challenges for businesses across the globe. Many companies around the world are shifting to a remote working model, keeping the health and wellness of their employees, customers, and partners as their top priority.

Valin is following all state and local recommendations on the health and well-being of our employees. We have implemented additional health and safety procedures in warehouse operations and delivery that require more personal contact.

With the everchanging business environment, we are committed to staying vigilant to our customer's needs. Valin has shifted our sales, engineering, and customer service model to a digitally enabled salesforce so our customers continue to receive the same service levels and technical assistance needed to do your job. We are prepared to weather this storm utilizing digital tools to quickly route and address customer requests, provide online ordering and online account management. We are working with key suppliers to understand the potential impact on our supply chain and have contingency plans to ensure delivery if disruption occurs.

As all businesses are affected by this pandemic, we want to ensure you that we are actively planning and adapting to the business environment. We are committed to providing you with the service level you need so you can continue to manage your production and meet your deadlines.

Now more than ever, we will navigate this situation together. If there are things you need from us or additional ways we can support you, please let us know. And most importantly, we wish good health for you, your families, and your communities.

Best regards,

The Valin Team