



Your Global Source for High-Tech Promotional Products

3/23/2020

Dear KTI Promo Customers/Family,

We would like to update you on our current response to the increasingly widespread challenge of the COVID-19 virus. We, like you, have felt the impact of this rapidly changing situation.

The health and safety of our employees, customers and community is our main priority. With that said, our sales, customer service and manufacturing operations will remain open using safety measures outlined by the World Health Organization. We have put in place numerous safety measures to protect our beyond dedicated staff. We are currently operating as normal, including all Rush/Express Orders.

With over 20 years of experience as one of the industry's leading tech suppliers, we have seen many of our nation's greatest challenges. What has kept us going and sustained our business is our love and dedication/commitment to our customers as well as each person on our staff.

The COVID-19 pandemic is an unprecedented situation for us all, but we are continuing to do all that we can to serve you with the same forward thinking vision we had when we started this business over 20 years ago. As this time, all operations are proceeding as normal and we are not experiencing any delays, however based on guidelines set forth by our local and national government that could all change at a moment's notice. If we see any changes or delays beginning to happen we will notify you ASAP. Please be patient with us as we are working though this as best as we can. We are striving to keep everything on track as much as possible.

If there are orders that need to be changed or potentially cancelled, please reach out to us directly (sales@ktipromo.com/713-266-3891) as quickly as you can so we can work with you to get things smoothed out as much as possible. Based on the status of the order, any cancellations made may be subject to cancellation fees.

We extend our heartfelt support to anyone who has suffered as a result of this current situation and we share with you our belief that better and brighter days are on the horizon.

We wish you and all your families the best as we weather this together.

Sincerely,
Your KTI Promo Family



Your Global Source for High-Tech Promotional Products

3/23/2020

Re: Shipments affected by COVID-19 closures

Many states & businesses are experiencing closures due to the COVID-19 virus, resulting in undeliverable shipments. If any of your orders with KTI Promo might be affected, please reach out to your customer service rep as soon as possible to change the address.

Refused packages returned to us by major carriers result in additional fees, whether shipped on a third party number or on our account. Those charges will be invoiced if incurred.

If any updates to your shipment need to be made such as: holding your shipment, changing the shipping address, changing the shipping date, changing the shipping method and so forth, please reach out to us ASAP.

While the COVID-19 situation is constantly changing, please allow KTI Promo ample time to make the necessary changes to your order.

Thank you for your continued business & please let your dedicated sales team know how we can help update your orders accordingly.