



March 20, 2020

Valued Partner,

In these days of tremendous uncertainty and previously unfathomable challenges, we are all seeking solid footing and reliable support wherever we can find it. Courtesy Products, as we have for the past 55 years, remains committed to providing the exceptional products and service you have come to expect from us throughout the difficult times created by the impact of the coronavirus (COVID-19) and beyond.

Serving the hospitality industry almost exclusively, Courtesy faces many of the same issues and difficult decisions our customers are facing. However, to ease the impact of the current crisis, we are taking the following measures to offer support:

- Effective immediately and throughout 2020 we will change our payment terms on all invoices to Net 60 days.
- Effective immediately and throughout 2020 we are delaying any price increases.
- We will maintain our policy of no minimum orders so you can carry only the inventory you require.
- We will maintain our service levels to ensure that orders received prior to 2:00PM Central Time usually ship the same day to be responsive to your needs so long as we are allowed.

The safety of our customers and employees, their families, and the broader community is our greatest priority. As such, we have implemented the following actions:

- Work from home policy for all corporate office employees.
- Suspension of all travel until further notice.
- Elimination of non-essential visitors to our facilities.
- Recommended health and safety measures for all packaging and distribution staff.

Courtesy Products is here with you, every step of the way, to face the challenges of today and to pursue the exciting opportunities tomorrow will inevitably bring. We are honored to be your partner and wish you all the best!

Best Regards,

Jason Morris
Chief Operating Officer

Matt Schwarz
President & General Manager