



KAMO Facility Solutions & Supplies
1326 Reynolds Street
Augusta, GA 30901

Coronavirus Update
4/6/2020

Dear Valued Customers,

KAMO is continuing to receive products from our manufacturers daily and filling as many orders as possible during this COVID-19 pandemic. As you can imagine, the amount of orders we have pending is quite large. Ethically, we will continue to fill orders for our healthcare accounts, first responders and essential government accounts first for disinfectants, hand sanitizers and other Coronavirus fighting related items.

During this pandemic period, we will be implementing these order policies to our customers:

Returns: We will not accept non-defective returns of any disinfectant, hand sanitizer products, soaps, or PPE items sold. In the event of receiving damaged products, we must be notified within 7 days upon receipt of order to fulfill the replacement.

Samples: All sample orders are suspended to maintain focus on fulfilling open orders.

Order Add-Ons: No order add-ons will be accepted. A new order will need to be placed and will go into our standard order processing queue, which is first come first serve.

Order Cancellations: We will not accept the cancellation of any orders that have gone into our order process.

We want to assure all our customers that we are doing everything we can to provide the products needed at this time. We understand that this program may disrupt business in the short-term, but we believe it's the right thing to do for public safety. Our team is meeting daily to assess the situation and making the necessary decisions to maximize fulfillment as we work through these times of increased demand. Please work with your KAMO Sales Representative or contact Customer Service (cs@kamo.com) if you have any questions.

We are very thankful for all our employees, customers, and vendors. This is truly a TEAM effort.

Thank you,
Harris Weinstein
President
harrisw@kamo.com