



4 March 2020

Valued customer:

Recent developments regarding the Coronavirus have created large surges in market demand for many PPE and infection control products. As a result AliMed has seen a tremendous spike in order volumes that have created a backorder for many of these specific product categories.

We are actively working with our suppliers to obtain commitments on deliveries. Nonetheless, the availability of certain high-demand items is fluid and we cannot guarantee timely fulfillment in all cases. In certain cases, we will be forced to cancel orders until the likelihood of fulfillment increases. If your order is affected, we sincerely apologize for any inconvenience and hope to be better able to serve your needs in the future.

For those orders that can be fulfilled, please be advised that there is a risk of extended lead times. Any orders in the categories listed below will be non-cancelable and non-returnable to avoid excess unsellable product supply. For those reselling this product, we encourage you to follow this policy with your customers to avoid a similar situation. This policy is effective immediately.

Impacted Categories (including, but not limited to): masks, disinfecting wipes, hand sanitizer, thermometers, isolation gowns, gloves, and other infection control categories.

Please contact your sales or customer service representative for assistance placing orders or with product availability. Thank you for your patience and understanding during this time.

Regards,

Adam S. Epstein
Chief Commercial Officer
AliMed[®]
297 High Street
Dedham, MA 02026