



Dear Valued Customers and Business Partners,

As a 97 year old family legacy business, one of our main core beliefs is "family first." Zyloware's corporate office and distribution center are located in the tri-state area of New York where the COVID-19 virus continues to unfold. We are increasingly concerned about the health, safety, and well-being of our employees. Due to this, we have made the incredibly difficult decision to voluntarily temporarily close our corporate facilities. **Our closure will take place starting end of business day Thursday March 19th with a projected reopen date of Monday April 6th.** This decision will give our employees the ability to stay home and "self-quarantine" along with their families. Through this, we will be doing our part to eradicate this spreading illness, which will hopefully prove to be a short-term fix with a long-term solution.

There is no doubt that these are both uncertain and unprecedented times. The best course of action now is to remain focused and diligent on getting past this situation, and working together as one to do so.

We truly apologize for this situation, but hope you understand our reasoning behind this temporary closure. Our staff will be working full time over these next few days to replenish all of your orders. Please let us know if you need to bulk up on inventories for use over these next few weeks, as we will not be able to replenish after the evening of Thursday March 19th until we reopen. We will be happy to offer extended billing for any orders placed over these next three days to assist you with your inventory needs. For orders emailed or faxed after this Thursday March 19th, we plan to have them shipped out to you on April 6th.

During this time we are closed, if you have any questions or need anything from us, please reach out directly to your account manager, or feel free to email me at [jshyer@zyloware.com](mailto:jshyer@zyloware.com).

Please know how much we at Zyloware value our relationship with you. We look forward to getting past this situation and back to our Mission of providing you with eyewear product excellence as well as an extraordinary experience. In the meantime, please be sure to stay safe and remain healthy.

James Shyer  
co-CEO/COO

A handwritten signature in black ink, appearing to read "James Shyer". The signature is written in a cursive style with a large, looping initial "J".