



Dear Valued Customers and Business Partners,

As you realize, we made the extremely difficult decision to temporarily close Zyloware starting Friday March 20th with our projected date to reopen on Monday April 6th. I am pleased to share this decision resulted in all of our Zyloware employees staying home to self-quarantine, and as of now, all of our employees and their families are checking in to be safe and healthy.

Looking ahead, Zyloware's projected reopen date of April 6th will happen as scheduled. We have been granted clearance to conduct business by the State of New York as an essential business and will do so following strict criteria to continue to safeguard our employees on-site, as well as our customers who will be receiving our products during this time.

Here is our plan:

- For the week of April 6th, the Zyloware offices and distribution center will be open on Monday, Tuesday and Thursday.
- For the following three weeks starting April 13th, April 20th and April 27th, the Zyloware offices and distribution center will be open on the Monday, Wednesday and Friday. After this time, we will adjust our schedule based upon the current situation and needs of our partners.
- We will have a small crew of team members in the office and Distribution Center on these days, ensuring proper social distancing, and keeping within the NYS protocol of number of people allowed at one time.
- All of our team members on-site will have access to a face mask, and will be asked to wear it at all times. Our team members will be wearing disposable gloves while handling product and materials, and while packing boxes.
- All of our frames and packaging will be sanitized prior to shipment.
- Our offices and distribution center will be fully sanitized by a third-party cleaning company prior to the days we are on-site, and after the workdays.

Thank you for your continued patience and understanding as we work through this challenging time. Many of us will be continuing to work remotely on both the on and off days during this time. If you need anything, please reach out, and we will respond as quickly and efficiently as possible.

Again, 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.

All my best,

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

James Shyer  
co-CEO/COO