

To our Customers and Community,

The COVID-19 health crisis is presenting challenges that are unprecedented in our lifetime. Our thoughts and well wishes are with everyone affected by COVID-19.

At PENN BLINDS we have been carefully evaluating the situation and listening to our community leaders, we have adopted the following guidance from public health officials. The safety of our customers and associates is our first priority. We have implemented new procedures and policies for the last several weeks to take care of our people, our customers, and our community.

Today, we are taking additional steps as this situation continues to evolve, building from the latest guidance. To help protect the health and safety of our customers and associates. This means we will follow protocol for emergency operations including:

- Per guidelines from public health officials, we created space for customers to have safe social distancing while they are served.
- For customers that need support, they are welcome to visit our showroom or call us at 610 770 1700.
 - We will be wiping handled surfaces like door handles even before you enter our store as well as after and any surfaces touched by anyone for the most part.
 - For our installations in your homes and businesses, we are bringing wipes for any potential services like door handles and the operating parts of the blinds installed / repaired where applicable such as wands or handles.

This approach will enable us to support social distancing of customers as advised by public health officials and help protect our valuable team, as we continue to constantly evaluate the situation and evolve as needed to protect our employees, customers and community.

We continue to offer Free In-home appointments, installations and service.

We are deeply committed to our valuable team and appreciate the support of our customers that we have been serving for nearly 40 years. During this time of uncertainty, we are here to support and service our highly valued customers.

**Our Best Regards,
The PENN BLINDS Family,
Dale, Tara, David, Tim, & Zach
Penn Blinds and Awnings**