

April 1, 2020

To our valued customers:

We want to update you on how Phoenixics Electronics is responding during this generational, world-wide pandemic and the challenges that it is driving.

To begin, Phoenixics has implemented a work at home policy for the entire company with the exception of our warehouse personnel, who continue to support all shipping and receiving while implementing protocol for health and safety. This includes social distancing, wearing viral protective masks and isolating incoming inventory for 24 hours. Along with our warehouse in the US, our warehouses in the UK and Singapore are 100% operational. This will continue to allow us to ship anywhere in the world while maintaining a viral secure process.

You may have accurately heard that the major air carriers have extended shipping times and increased costs. We are working closely with them along with freight forwarders to extend our ability to minimize the effect that this would have on delivery to you. As such, we are now quoting lead times with the potential for variance based on the latest information we have from the carriers and our suppliers. Based on this fact, we ask that you give yourself extra lead time when ordering parts that will be coming from overseas.

The entire Phoenixics team is committed to ensuring that we continue to support you from an engineering, sales, purchasing and logistics perspective. Our team is 100% operational and is available to help you during this challenging time via phone, email and video conference. Further, we will keep you updated on any new information that arises from our suppliers and logistics partners as soon as that data is available. Please raise any concern or need to our team's attention and we will do our utmost to support you as we have in the past.

We hope that you, your families and coworkers remain healthy as we all work together to enable business continuity and remain safe.

All of my best,



Peter Rooks, President