

PAPER PRODUCTS
COMPANY, INC.



Since 1913

March 19, 2020

To Our Valued Customers:

As the implications of COVID-19 continue to unfold, we will be providing supply updates as they become available.

First, our top priority is to support you, our existing customers during this time. We are making every effort to ensure customers have access to some level of product. Please understand, this is a challenge. Currently we are experiencing *extended lead times* and are under *allocation* from many manufacturers. Purchases of certain products - disinfectants, hand sanitizers, gloves, masks, toilet paper, etc., are limited to specific quantities and there is no guarantee that we will receive shipments timely. We are working closely with each mill and prioritizing existing customers based on their respective demand history.

Secondly, we intend to continue to satisfy demand for critical anti-infection items. Please be advised we may at some point be forced to prioritize organizations directly involved in maintaining public health — including healthcare professionals and first responders. This directive will be *followed if dictated by a government agency*.

Lastly, we must modify our return policy. We will not be accepting returns during this time. We encourage you to order what you need and dissuade you from ordering excess inventory.

We appreciate your patience, understanding, and cooperation as we all navigate this unprecedented situation.

Stay safe, be healthy, and call us with any questions.

Thank you,

Paul F. Lackner

Paul Lackner, President of Paper Products Company

