

March 23 - April 6

The Governor and Ohio Director of Health has issued a “stay-at-home” health order that will go into effect on 03/23/20. Our Ohio based plants will cease operations beginning at 11:59 pm tonight.

Our primary concern is for the health and safety of our employees and customers and those in our communities. We know how valuable your business is and the importance of serving your customers. Your patience and understanding is appreciated during this time. We will work through these unprecedented times together.

Because updates regarding COVID-19 are dynamic, we ask that you continue to follow us on social media and to check frequently for updates on our website.

We know you have questions and have put a list of frequently asked questions together for you. Please see below for these Q & A.

COVID-19

Frequently Asked Questions

Q: When will my current order(s) ship?

A: For current orders, we are shipping as many orders as we can until the end of business today (March 23) If your order does not ship today, it will ship upon our return to normal operations.

Q: EDI orders and acknowledgement

A: Customer service is working remotely and will acknowledge incoming orders. Product will not ship until we return to normal operations.

Q: Who do I contact for any shortages & quality issues?

A: Customer service is available to answer these questions. We will continue to follow all protocol that has already been established. Please email our customer service department and they will start the paperwork. When the stay in place order is lifted, these issues will be resolved. customerservice@kennedymfg.com

Q: Who do I contact regarding product information?

A: Contact customer service at this email. customerservice@kennedymfg.com

A: If you need product specific information, our website contains images, shipping weights and dimensions and product specs. www.kennedymfg.com

Q: Do you ship from anywhere else besides Ohio?

A: Our manufacturing and shipping point is located in Van Wert, OH.

Our team is here to assist you and provide as much information as we can at this time. We are monitoring and answering emails as they come in. We appreciate your patience as some responses may have a slight delay as we work through this pandemic with you.

Stay healthy, stay safe and please know our prayers and thoughts are forever with each and everyone one of you and your families.