



Order Policy Changes Effective Immediately

To Our Valued Distributor Partners,

As the COVID-19 pandemic continues its spread globally, we have taken tremendous precautions to ensure that we can support our employees and customers in the most effective manner possible. Over the last 30 days, we have experienced unprecedented demand levels for disposable gloves, clothing, protective goggles, face shields and respiratory protective devices. While we have worked aggressively to mitigate this situation as much as possible, this combination of demand strength coupled with global supply challenges has created difficulties in servicing these orders productively. In order to help manage this situation and support all customers in a fair and equitable manner, we are implementing the following changes to our order policies effective immediately:

- Pricing is subject to change outside of our normal pricing schedule. This may include backorders and future dated orders for these high demand pandemic items. Your PIP® customer service representative will advise of any price changes prior to shipment.
- We are no longer able to accept broken case orders for Disposable Gloves. All orders for Disposable Gloves must be ordered in Full Case Quantities (FCQ).
- Returns for Disposable Items will not be permitted.

We believe these actions are necessary to ensure that we maintain the highest degree of quality for our products while allowing our team to provide the needed protective equipment to the market as quickly as possible. As a leader in the Safety market, we take great pride in providing you the best products and services to support these essential industries. We are committed to reviewing this policy when market conditions change and updating accordingly.

If you have questions, please reach out to your PIP® Customer Service representative at 1-855-284-6800 or customerservice@pipusa.com. Thank you for supporting PIP®.

Sincerely,

A handwritten signature in black ink that reads 'Sheila Schalk'. The signature is fluid and cursive, with the first name 'Sheila' being more prominent than the last name 'Schalk'.

Sheila Schalk
Director, Customer Experience
Protective Industrial Products, Inc.