



Dear Valued Customer,

We at Cadwell are deeply concerned about the ongoing impact of the Novel Coronavirus (COVID-19) pandemic on our global community and would like to express our sincere sympathies to those who have been personally impacted by the virus. We recognize the importance of continuing patient care in these difficult times and have proactively taken measures to ensure:

- The health and safety of our employees, customers and partners;
- The continuity of our services;
- And compliance with governmental regulations, public health guidance, and customers' policies.

Ensuring Cadwell's award-winning Service and Support is available when needed is a top priority. We have distributed many team members to fully remote locations in order to ensure ongoing support without interruption. Please note that we will place a priority on issues related directly to patient care which may, as a result, delay processing of routine activities such as new equipment orders and equipment preventive maintenance.

Our Sales Support teams are prepared and enabled to receive and process your orders as normal, although we do strongly encourage you to place orders via email rather than by fax. Please do not use the legacy 509 area code fax number; doing so may cause delayed deliveries.

	Email (preferred)	Phone	Fax
Supplies and Accessories	<a href="mailto:supplies@cadwell.com">supplies@cadwell.com</a>	509-735-6481 and ask for Supplies	844-364-1282
Systems	<a href="mailto:salesupport@cadwell.com">salesupport@cadwell.com</a>	509-735-6481 and ask for Sales Support	844-364-1278

We also recognize that many customers are instituting policies limiting vendor visits to their facilities. Although necessary to contain Covid-19, these measures may also result in delays to equipment deliveries, installations, training meetings and service repairs.

Although we anticipate potential supply chain disruptions from our vendors as a result of Covid-19, we currently remain open and are able to fulfill orders for equipment, supplies and accessories. As a company providing essential goods and services to the healthcare sector, we are committed to the continued support of customers to the best of our ability throughout this epidemic. If doing so proves to be challenging, we reserve the right to prioritize the fulfillment of orders required for urgent patient care. We will continue to provide updates to our customer community as we move through this event.

If you have any further questions, please reach out to your Account Manager, or our Support Team.

Sincerely,

Patrick Jensen  
CEO  
Cadwell