

**Administrative Offices**  
990 Owen Loop North  
PO Box 2280 (97402-9173)  
Eugene, OR 97402-9121  
Toll Free (800) 693-4667  
**Customer Service**  
Toll Free (800) 349-4667

**Manufacturing**  
101 Dixie Mae Drive  
Pineville, LA 71360  
(318) 640-5116  
eclecticproducts.com  
ISO 9001 COMPLIANT

March 24, 2020

To Our Valued Customers,

We thought it important to update you with regard to our business status during the COVID-19 challenge. We are experiencing shifts taking place during the last few weeks critical to Eclectic's ability to ship complete and on-time.

We have no raw material or packaging shortages and are not anticipating any at this juncture. We continue to monitor closely and see no indication of impending shortages – however – we are experiencing a slowdown in deliverability across a wide spectrum. Transportation is slowing due to priority space allocations taking place for food and personal care/safety goods.

The Governors of Oregon and Louisiana enacted a Shelter-in-Place directive effective today, so all of our associates are now working offsite conducting business as expected. **Our manufacturing facilities remain open and in production mode.**

The human element brings a different set of challenges into play. We are experiencing personnel hurdles that many around the country are. We are revamping how we staff, as well as effectively protect our employees. We expect to have revised scheduling and safety practices in place quickly – but this may slow us a bit until there is familiarity.

**We would ask that you offer flexibility in the on-time/complete metric demands that we normally achieve. If we foresee a delay in ability to get goods out as expected we will work with your replenishment team to detail what the situation is as well as solutions.**

If you have any additional questions, please don't hesitate to reach out to your Sales Manager, Customer Service Representative or me. Our company is fully committed to taking the very best care of your business trust during this very fluid situation.

Sincerely,

Theresa M. Waugh  
Vice President  
Eclectic Products LLC

