



17425 NE 70th St • Redmond, WA 98052
P.O. Box 2518 • Redmond, WA 98073
425-885-3204 • 800-939-3204
www.signpros.net

May 21, 2021

COVID-19 UPDATE

A Message To Our Valued Customers:

Per recent CDC and WA State guidelines, Sign Pros has lifted some of the restrictions we've been working under. We are now accepting personal meetings at our facility for those who feel comfortable doing so. Masks and social distancing are no longer required for people who are fully vaccinated, but still mandatory for non-vaccinated people. This policy applies to both employees and customers who are visiting our facility.

We continue to have labor and supply chain issues related to COVID-19 that are affecting some lead times and prices. Severe labor shortages have made it necessary to temporarily suspend our "on time guarantee" and limit how many sign installations/removals we can perform each day. We're doing our very best to keep up with demand, but we are rescheduling some service requests as deemed absolutely necessary. Our objective is to delay as few jobs as possible, and limit each delay to a maximum of 1 or 2 days, depending on service area.

Plywood and lumber continues to be in short supply. So far we have not run out, but shortages have had an impact on price. We are doing our best to purchase early and control costs, however price increases for products and services that use plywood/lumber are imminent. We have already increased prices for plywood sign products, and have implemented a rate increase to our sign installation service that will become effective June 1.

We sincerely hope that as our state gets back to normal, so too will product supply chains and our labor force. So many of our state's businesses are forced to operate with material shortages, grossly inflated supply chains, and without enough staff to perform daily operations. We are no exception, but will continue doing our best to offer our products and services with as few interruptions as possible. Thank you for your patience and understanding during these very challenging times.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Foltz", written in a cursive style.

Ken Foltz

President