



March 17, 2020

To: All Xandex Customers

RE: Xandex Inc. Closure Notice and Lead Time Update

As of March 18th, 2020, Xandex is under a mandatory shutdown of our Petaluma and Cotati, CA manufacturing facilities due to a county-wide COVID-19 “shelter-in-place” intervention order. Sonoma County is joining 7 other San Francisco Bay Area counties in announcing the order to close all “non-essential” businesses. The order extends for three weeks, through April 7th, 2020.

Xandex staff will continue to answer your emails and phone calls, provide product support, place orders and address urgent requests. There may, however, be unavoidable delays in their ability to respond to your communications. We ask for your patience and assure you that we will reply to your communications as soon as we can.

The plant shutdown will affect our ability to produce and ship all products in the following ways:

- 1) All orders acknowledged for shipment on March 23th and beyond will be delayed. Our sales staff will be updating you with a new ship date within the next two business days. If the new ship date causes product outage, please contact us promptly. We will do our best to accommodate your needs.
- 2) We will have very limited capacity to address urgent orders.
- 3) **Any new orders placed after the date of this notice, especially orders placed during the shutdown period will have lead time of 5-6 weeks from the date you place your order.** This lead time will stay in effect until manufacturing recovers from the backlog caused by the shutdown.

Thank you for your patience and cooperation while we navigate our way through this extraordinary period.

Sincerely,

The Customer Service Team at Xandex
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