



# Vincent Associates®

803 Linden Avenue | Rochester, NY 14625

## COVID-19 Update from Vincent Associates

May 20, 2021

To our valued Staff, Customers, and Vendors,

We want to thank you for your patience and understanding as we worked through this past 14 months, since the pandemic began. As we are beginning to exit from the major risk of COVID-19 in New York State, we would like to wholeheartedly thank our Staff for their ability to continue to work to provide our essential products throughout this time. Please note, we continue to enact policies, as mandated, to enable us to continue to manufacture our essential products.

We also want to thank you, our loyal Customers, for your continued trust in our products. We want to thank you in advance as we are still working through the effects of supply and component shortages, which are causing delays in certain aspects of our supply chain. We are endeavoring to stave off these delays and will continue to strive to provide our products, on time, at the high-quality level that you are accustomed.

Lastly, we want to thank our Vendors for their continual assistance in reducing lead times and endeavoring to provide us with the products and services we require to build and ship our products.

Please note, if you are a Vendor and your operational measures during this time will affect the parts you supply, please advise. As a customer, if you cannot accept products that we have scheduled to ship or if you have additional requirements, please contact us. We will certainly endeavor to assist you where we are able.

As it has always been during our more than 52 years in business, our focus is always on the safety and well-being of our employees, customers, and suppliers. We know that you are dealing with many of the same issues at your locations and we wish for you to stay safe and be well. Additionally, we encourage persons who are able and eligible, to become vaccinated against COVID-19.

Sincerely Yours,

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