

# CUI DEVICES

May 28, 2020

Dear Valued Customers and Partners,

The spread of COVID-19 continues to be a very fluid situation. We wish everyone the best as they attempt to navigate through these trying times.

From the manufacturing floor all the way up to our executive team, we are dedicated to the safety of our employees and worldwide community while we continue to support our customers in the midst of this crisis, especially those in industries critical to fighting the disease.

Our operations remain up and running. To assist OEMs, makers, and volunteer groups working to combat COVID-19, we are dedicating the full force of our resources to prioritize orders, streamline our free sample program, provide technical support, and address any other urgent needs of organizations combating COVID-19. [Click here](#) to learn more about our efforts to support medical designs.

To ensure the health of our employees, we have put the necessary infrastructure in place to allow the majority of our employees to work remotely. For our remaining onsite operations staff, we have procedures in place so they can continue to receive and ship goods in a safe manner.

We are working closely with our manufacturing sites to ensure similar safety measures are put in place. As we have manufacturing operations in mainland China and utilize forwarding and transportation companies that have not yet resumed normal operation, please be aware lead times and orders may be impacted. We can confirm that all of our factories are operational, though some sites are still running below full capacity due to labor and raw material shortages.

Your projects, timelines, and orders are very important to us. Please rest assured we are actively working to minimize disruptions to our customers in every way possible, including:

- Daily monitoring of local and national regulations that may impact operations
- Daily contact with our manufacturing facilities
- Moving open orders to priority shipping to reduce transit times as much as possible
- Continued transparency on the status of orders and lead times

Thank you for your understanding during these very challenging times. Your CUI Devices Account Manager will provide any delivery schedule updates if there is any impact to your orders. Or please [contact us](#) with any questions or concerns.

Sincerely,



John Hulden  
Vice President of Operations  
CUI Devices