

Date: March 30, 2020  
From: J. Chris Smith, CEO

KFI Studios is fully operational with minimal day-to-day impact

As the COVID-19 situation continues to develop, we wanted to provide an update on our company's operation. On March 25, the State of Kentucky issued new guidelines that only "Life Sustaining Businesses" can remain open. As a manufacturer shipping to healthcare facilities, government and home offices, KFI Studios is excluded from the mandate and is fully operational.

Our team is working diligently to accept orders, provide customer assistance, and deliver products in a timely manner. Our 48-hour Quick Ship program is operational and we can move these orders to the front of production.

Additionally, we will remain compliant with all CDC and WHO policies and recommendations to ensure the health and safety of employees and customers alike.

For those who have placed orders, please contact customer service to confirm if the recipient is still able to receive deliveries. With many areas limiting business operations, your shipment may remain on hold until a response is received. We appreciate your help in this matter!

We want to assure our customers, employees, suppliers and sales team that KFI Studios is in a great position as a company. No one is spared from this life altering event, but we are financially sound and intend to keep everyone at KFI Studios fully employed. Our hope is we all come out of this a better person, more compassionate; aware of how fleeting life can be and more focused on what's truly important.

On behalf of the entire team, we hope you remain safe and healthy during this time. If you have any further questions, feel free to connect with us by calling 800-457-5073 or emailing sales or customer service.