

## How We Are Responding To COVID-19

**March 19, 2020**

Dear Clients & Friends,

We are reaching out to you in light of current events regarding the COVID-19 virus. We understand that concerns surrounding the epidemic are affecting how businesses and clients interact across the globe and would like to assure you of a few items that we are controlling and adjusting on our end.

First, we want to emphasize that we maintain a very hygienic environment in our showroom and work space, making sure to disinfect all surfaces periodically throughout the day. We are refraining from shaking hands, offering refreshments, and will have hand sanitizer available at our front desk for patrons visiting our showroom. Second, we want to remind everyone that Lightform Lighting is able to offer our services remotely; meaning that you do not even have to leave the comfort of your home in order to fulfill the lighting needs of your project, however big or small. We are able to correspond completely by phone and email, whether it be selecting fixtures, providing quotes, answering questions, or corresponding with vendors. We are also able to drop-ship orders to any location around the country. If you prefer to pick up your order, we offer curbside drop-off and assistance. We will always contact you once your order has arrived and can discuss all necessary arrangements to schedule your pick up. Third, our vast selection of manufacturers are all continuing to function with ample stock and orders are fully capable of being fulfilled during this time.

Currently, we operate with part of our staff working remotely in an effort to mitigate physical commingling. Our goal is to safely keep this machine moving forward through this unpredictable time for our staff, our clients, and our community. Please call us with any inquiries; we will work with you to deliver exceptional service no matter how big or small.

Lastly, but most importantly, we would like all of you to know how deeply grateful we are for your friendships, your support, and your business over the years. Lightform Lighting would not be here without all of you; we recognize that each and every day. We will help to get us all through this together and do our part to make any necessary adjustments as events unfold.

Sincerely,



Chad M. Rothe  
Owner / Founder