



MITCHELL ENTERPRISES

CUSTOM DESIGN EQUIPMENT INC.

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COVID-19 STATEMENT

To our Valued Customers, March 15, 2021: COVID-19 UPDATE

The long anticipation of distributing the vaccine has started to be dispersed in many parts of Ontario and the rest of Canada. As more people receive the vaccine the hope is that people can begin to realize some sort of normalcy this year.

At Mitchell Enterprises we continue to operate with safety protocols still in place. The supply chain that we use remains mostly unaffected and there have been minimal shipping delays of the receiving and shipping of product.

To our Valued Customers, June 21, 2020: COVID-19 UPDATE

Here, in Ontario, the government has extended its State of Emergency until June 30, 2020. Some orders have taken slightly longer to fulfill due to the ongoing government restrictions. However, things are progressing relatively well and the impact from delivery companies has been minimal, In some cases a one or two delay in deliveries.

We continue to keep up with our cleaning protocols and all orders have a minimum of several days of non-human touch to minimize any chance of transfer.

To our Valued Customers, March 21, 2020: COVID-19 UPDATE

It has been and continues to be an incredibly difficult few weeks for all of us, and as the situation with COVID-19 evolves, we want to assure you that we are doing everything possible to maintain business stability. At this time, it is **business as usual**. The safety and welfare of our members and customers is paramount, and as a result we have instituted several safety protocols.

PLACING ORDERS:

Inquiries and orders can be placed through our website but we encourage you to email us first at mitchell@mitchellhockey.com to ask about the item(s) you are looking for. We will be glad to answer all your questions and to provide any details and information you are wanting. Once all the details and availability of materials have been confirmed will we process payment for your order. Estimated date of completion and delivery will also be provided at that time.

You can also leave a message at 416-849-2266 and someone will respond back to you. When leaving a message please leave an email address and telephone number where you can be reached.

ACTIONS:

- Effective immediately, March 20, 2020, all pick ups and material deliveries will be pre-determined. Customers wanting to pick up orders must contact us at least a day in advance so proper arrangements can be made. Shipments by FedEx are **NOT** affected at this time.
- As with most companies, we are stepping up our daily cleaning routine.
- All incoming materials are through carriers and delivered with no direct personal interaction.
- We regularly monitor our supply chain and our major suppliers are not experiencing any major disruptions at this time. We continue to monitor this on a daily basis.
- Currently we have plenty of stock of raw materials to produce product for the short term. This will minimize any impact for our customers.
- All orders will be screened prior to production to ensure sufficient material is on hand to complete to order. If there is not, any monies paid will be refunded. If, and when, those materials are replenished, you will be contacted to see if you want to continue with the order.

Here, at Mitchell Enterprises, we would very much like to thank you for your support and understanding and we are 100% committed to serving you during these challenging times. Take care, practice safe social distancing and if you can, check on your neighbour to see if they need any help. Together, we can all get through this.

Sincerely,
Mitch