



Paramount Fabrics / Alpine Window Coverings
5570 W. 60th Ave • Arvada, CO 80003

NOTICE OF POTENTIAL DELAYS IN RESPONSE TIME AND MANUFACTURING PROCESSES

RE: COVID-19 PANDEMIC

October 15, 2020

To Our Esteemed Customers:

We are all aware of the ongoing challenges that the COVID-19 Pandemic presents, both to individuals and families as well as to businesses. Although the situation continues to evolve, Paramount Fabrics remains fully committed to pursuing the completion of your projects in a safe, diligent, and reasonable manner under current circumstances. We must recognize, however, that we will encounter and are encountering delays and hurdles.

I write this letter today for two reasons: First, we want to thank you for your business. Without your determination to “carry-on” in the face of this challenge, and your willingness to trust Paramount Fabrics with your window covering projects, we would not be here today. Secondly, we know you have experienced extended lead times as well as response time while working with us and we simply must request your continued patience.

While Paramount Fabrics is making every effort to be responsive and timely, as well as to consider the safety and well-being of employees and customers alike, we anticipate that our work will continue to be delayed and our productivity negatively impacted by the cumulative effect of the outbreak. Likely impacts include but are not limited to, labor shortages (employee absences) and delayed response to emails and quote requests due to quarantines or infection, as well as material shortages and delays in lead times as a result of factory closings and disruptions across the globe. Currently, it is not possible to quantify the delay as circumstances evolve daily. At this point, we are relieved to note that we have not experienced infection within our company but have quickly quarantined individuals when exposure might have been possible.

At this time, we cannot “promise” completion of any order by any requested due date. We have enacted mandatory overtime, extended work hours, and have hired new individuals in many departments. But despite these efforts, quarantine requirements (for our safety and yours) have disabled all notion of “quick turnaround”. Please know that your business is our priority. We will continue to make every effort possible to stay on top of the challenges and we appreciate your understanding.

Sincerely,

Stephan Wilson and Melissa Connors

The Management Team at Paramount Fabrics, Inc.
Steve Wilson, President and Melissa Connors, General Manager