

Dear Larson-Juhl Customers,

As the CoronaVirus (COVID-19) pandemic continues to spread and affect our communities, customers and commerce around the globe, we wanted to share how Larson-Juhl is responding to ensure the safety of our communities while continuing to provide the highest service levels possible.

We are taking this threat very seriously. We have implemented all CDC-suggested precautions and processes to help ensure our team members and families remain healthy, addressing individual needs with respect and urgency.

Our sales team will not be visiting your stores in the coming weeks, but will be available for calls and video chats to stay personally connected and give you the information you need to service your customers. During this period, we would discourage you from directly visiting our branches, for our mutual safety. We will enable a no contact delivery option for those that want to limit their in person interactions with drivers.

We have created contingency plans to minimize service disruption for our customers should that situation arise. Presently for our distribution branches, it is business as usual. Of course, the landscape is changing hourly, and if we need to invoke contingency planning that would impact normal servicing, we'll notify you in advance. Keeping our team members and customers safe, while continuing to meet your needs will guide all of our actions.

Please reach out to us if there anything we can do to assist you in the coming weeks. Larson-Juhl is ready to serve you, and you have a partner in navigating whatever unfolds in the future.

Best regards,

Jeff Cohen
CEO

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