

March 20, 2020

Dear Valued Customer,

First and foremost, we hope you and your loved ones are healthy and remain safe during this unprecedented time. Our thoughts and prayers go out to all who have been affected by COVID-19 and those on the front line around the world working to contain this terrible pandemic. We are grateful to all of those who are giving their time and making sacrifices to help and protect others.

With the ongoing spread of COVID-19 and rapid pace at which changes are occurring, we want to assure you that we are actively monitoring the current situation. We have been following the recommendations and guidelines set forth by the CDC and other health officials to ensure the safety of our employees, customers, and products. We have also been in regular communication with those in our supply chain who have assured us they are also taking appropriate precautions.

The safety and cleanliness of our product has always been paramount, and we are proud RemZzzs® are made entirely in the USA in an FDA licensed medical device manufacturing facility. We take very seriously our mission to help those suffering from sleep apnea maintain good health by getting the sleep they so desperately need. Quality sleep is vital to a strong immune system, which could not be more important right now.

While the scale of the COVID-19 impact is still unknown, we do not currently anticipate interruption in manufacturing and fulfillment and are diligently working to guard against any delays so our customers have access to the products they need when they need them. However, we do recognize certain occurrences could happen outside of our control that would limit our ability to fill orders or ship timely. Once again, we are taking all measures to brace against any such disruption.

We want everyone to have as much peace of mind as possible during this time. If we become aware of any order fulfillment or shipping delays, we will work to communicate timely via email or through our website. Should you have any other questions or concerns, our customer service team is standing by to help at 877-473-6999 or [customer@remzzzs.com](mailto:customer@remzzzs.com). If there is a high call volume, please leave your name and telephone number so one of our dedicated customer care members can return your call as soon as possible.

Our customers are the heart of our business. On behalf of myself, my wife Debbie, and the entire RemZzzs® team, I want to personally thank you for your loyalty and support. These are indeed stressful and uncertain times, but we are committed to working through these challenges together and will be stronger for it in the days to come.

During this time of social distancing, let's all try to get a few extra quality Zzzs to stay as healthy as possible! Thank you again for your trust, patience, and understanding as we work together to support each other, our families, our communities, and this great nation.

God Bless You.  
Robert Rutan, CEO  
Natures Design