



**Re: Lead-Time Extension – Pennsylvania Plants**  
March 27, 2020

Valued Customers,

Due to interruptions in our manufacturing operations caused by the national coronavirus (COVID-19) pandemic, we are making several changes to lead times and shipping processes for products manufactured in our Gratz and Hegins, Pennsylvania facilities. Effective immediately, we are:

- Extending lead times to two weeks on all replacement products
- Extending lead times to three weeks on all new construction products
- Extending lead times on all blinds-between-the-glass orders by 14 days
- Suspending quick ship orders until further notice

We apologize for any inconvenience this temporary interruption may cause to your business, and your customers' businesses. This is an anxious time for all of us. Things are happening fast, and we are doing our best to respond to and communicate ever-changing conditions quickly and efficiently.

Today, like every day, we are making decisions based on two principles, in this order:

- Providing a safe place to work
- Providing jobs within our communities

Over the past several weeks, we have taken additional precautions to protect our team and support our communities from COVID-19, which has slowed our operations. We look forward to returning to normal conditions in business and in life. In the meantime, we will provide updates on this evolving situation as they are available.

For the latest Coronavirus-related information from MI, visit [www.miwindows.com/covid19](http://www.miwindows.com/covid19).

Thank you for your continued support and understanding in these difficult times.

Sincerely,

A handwritten signature in black ink that reads "Jerry Meyer". The signature is fluid and cursive, with a long, sweeping underline.

Jerry Meyer

