

Covid-19 Update

Dear Symmetric Designs' customers, friends and family,

With global and local uncertainty about the current COVID-19 outbreak, we have taken substantial steps to ensure the impact on our employees and customers is minimal. The health and safety of our employees, customers, and clinicians is always our top priority.

The population benefiting from our products is one of the most vulnerable demographics affected by COVID-19. As such, we have canceled all travel, clinics and in-person training seminars and have implemented social distancing. We do want to re-assure you that we have a strong disinfection protocol in place, and we have implemented even higher mandatory cleanliness standards. Access to our facility is limited to employees only.

Our administration is frequently working remotely at this time, but we remain fully available for our customers. We have scaled back both our manufacturing and shipping to ensure effective social distancing for all employees. We do have ample inventory on hand for most standard items, and while we will no longer be able to offer 1-2 day shipping, we do expect to be able to continue to serve our customers well, and to ship within 7-10 days of receiving most orders.

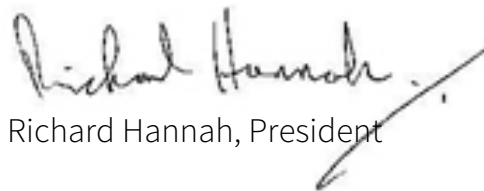
We are reassessing our policies on a day-to-day basis and remain committed to responsibly serving our customers and our team at Symmetric Designs. If you have any questions or concerns, please don't hesitate to contact us.

We are all in this together, and our hearts go out to everyone impacted.

With great empathy,

A handwritten signature in black ink, appearing to read 'S. Hannah'.

Sam Hannah, CEO

A handwritten signature in black ink, appearing to read 'Richard Hannah'.

Richard Hannah, President

Last updated: 26 March 2020

125 Knott Place, Salt Spring Island, BC V8K 2M4 CANADA