

TheraTogs: Business As Usual



FOR IMMEDIATE RELEASE

March 16, 2020

Greetings to our customers, colleagues, and partners:

Like you, we're doing our part to follow the guidance from our public health officials and help "flatten the curve" on the Covid-19 virus pandemic. We anticipate the impact on your orders and queries will be minimal. Here's a summary of changes to our operations:

- We are extending our three-day target for shipping orders out to five days, to give our assembly and fulfillment teams more schedule flexibility for meeting needs at home.
- We are temporarily suspending the Loaner program, and won't be accepting any new Loaner requests until further notice. Those of you who already have Loaners out in the field can return them according to your original schedule. We will announce when we restart the program and begin taking requests again.
- www.theratogs.com/contact will display all of our contact emails and phone numbers, if needed. All phone and email accounts will be monitored daily, as usual.

All other operations will run as normal during our standard operating hours: 8:30 am to 5:00 pm (Mountain), Monday – Friday.

We have had a few queries about sterilizing TheraTogs systems, particularly for those who have a Clinical Starter System in their clinic. You can download our recommended procedure at www.theratogs.com/sterilization.

Last but not least... we respectfully observe that if you aren't getting the clinical session time your clients need, now might be the time to send your hands home with TheraTogs' wearable therapy. We stand ready to help you in that effort.

We wish everyone a safe and successful journey through this challenging period!

— The Togs Team

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