



Dear Valued Customers,

Following the pandemic declaration of the COVID-19 by the World Health Organization and the United States' declaration of emergency Medical Solutions, Inc. (MSI) has experienced a tremendous demand for personal protective equipment (PPE). As the uncertainty of the situation continues naturally the global demand has not lessened. Because of this unprecedented surge our manufacturing partners have been working tirelessly to keep up with the orders that are being placed. Unfortunately, the need for protection from COVID-19 has exceeded the capacities and resources of our supply chain partners.

Considering these circumstances we have come to the point that our inventory is critically low at our local and master warehouses. Effective 7:00 am, March 20th, 2020 all products in the following categories are on restriction/allocation: masks, gloves, isolation gowns, eye protection, hand sanitizers, sanitizing wipes, thermometers, alcohol, peroxide, alcohol wipes and other PPE supplies. We will continue to allocate the supply of select items to existing customers with orders, as product becomes available. Please know that we will continue to do everything we can to fulfill existing orders and work with our supply chain to increase inventories in the PPE category as quickly as possible.

Please understand that during the past few weeks we have experienced a tremendous increase in call traffic as well as emails. We deeply apologize if we have not been able to serve you as promptly as we would like. During this time, we are thinking of all who are affected by COVID-19 both directly and indirectly. Our hearts go out to those who face unknown circumstances and challenges. The effects from coronavirus are ever-changing and MSI wants to assure you that we are here for you and readily available. If you have any questions or concerns feel free to contact us as we continue to be operating during normal business hours. Thank you for your understanding and patience.

Sincerely,
The Medical Solutions Team
888-557-8020

