



March 31, 2020

To Our Valued Customers:

As we continue to navigate between what is “socially responsible” and what is “essential”, Custom Scale wants to update our customer base on this ever-changing status.

To be clear, we are here to support all essential businesses during this tumultuous period of time. That being said, we are also trying our best to remain aware of how we can do our part to be socially responsible as it relates to the COVID-19 virus. As of this time, the changes to our operations are as follows:

New Product Orders:

All new product orders will continue to be received, processed and fulfilled. We understand that essential businesses need products for their day-to-day operations.

Service:

We will also continue to respond to service calls during this time. Please note, if equipment is not critical to your ongoing process, or a different scale or balance can be used, please use discretion.

Repair Department:

In-house repairs will undoubtedly be delayed. We work closely with all manufacturers and we are at the mercy of them as it relates to obtaining parts.

Calibration:

At this time, we are suspending calibration for all non-essential businesses. For essential businesses, if calibration of your weighing equipment cannot be postponed, we will continue to certify this equipment as of now.

Test Weights:

At this time, we are suspending test weight certification for all non-essential businesses. For essential businesses, if the calibration of your test weights cannot be postponed, we will continue to certify this equipment as of now.

Rental Equipment:

At this time, we are suspending rental equipment for all businesses. If you currently have rental equipment in place that is due for pickup, please continue to keep possession of it until further notice. You will not incur weekly/monthly charges unless it is a long-term rental.

We are very sorry for any inconvenience or disruption this may cause to your organization. One thing we can all agree on is the fact that this needs to get behind us. We urge everyone to do whatever needs to be done to stay healthy and safe during these unusual times so we can get back to the “normal” we used to know!

Scott Graham