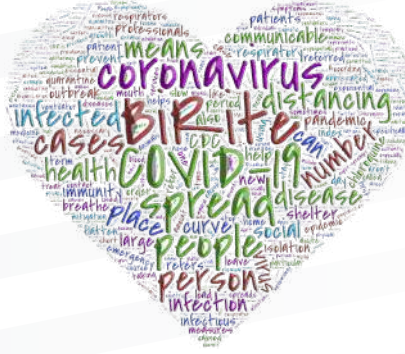


WILL CALL PROCEDURES POST SHELTER-IN-PLACE



Subject: BiRite Revised Will-Call Procedures Post SIP
Date: May 8, 2020

Dear BiRite Customers:

As businesses slowly start to reopen their doors and return to a new sense of normalcy, we are excited to announce the return of our will-call operation and share with you our revised will-call procedures. Effective Monday, May 11th, 2020, BiRite will have the following policies in place for our customers and will-call orders:

- Will-Call hours are from 8am to 3pm, Monday thru Friday (closed weekends).
- Orders must be placed through your DSR or the customer service department with a 2-hour lead time. The public-facing will-call office will remain closed. Walk-in orders will not be accepted.
- The minimum order amount is \$100, not including tax, CRV and other charges.
- When arriving at BiRite, please park in the designated spot near the roll-up door on the employee side of the building and call 415-656-0187 x458.
- Customers can look forward to contactless pickup as you simply wait with your trunk open to receive the product.
- Please note that all sales are final, products are limited to stocked items only (no special orders), and product returns will not be accepted at will-call.

We look forward to supporting you and your operation as we move through this new landscape. Please feel free to contact your sales representative if you have any questions.

All the best,

BiRite Team