

COVID-19-Pandemic: FEIN Power Tools Continues to Support its Customers & Valued Partners

Dear Customers & Valued Partners,

In order to keep our customers, distributors, and employees safe and healthy, FEIN Power Tools, Inc. is committed to a proactive and responsible response to the COVID-19 pandemic. On March 18, 2020, Governor Tom Wolf ordered the closure of all non-life-sustaining businesses across the Commonwealth of Pennsylvania. In compliance with this order, and in the spirit of being a responsible citizen, FEIN has closed our Pittsburgh, PA office until we are permitted to return safely.

Subsequently, we have successfully transitioned to a remote working model and will continue to handle repairs and receive, process, and ship orders as usual. At this time, please submit your orders through orders@feinus.com or by fax at 412.922.8767. We appreciate your patience as we navigate this new process and want to assure you that our supply chain remains strong. We are confident that we will successfully satisfy any short and long-term needs (barring increased restrictions imposed by local, state, or federal authorities.)

We have implemented travel restrictions for our Field Sales Team, limiting their in-person travel to address only "critical situations" that cannot be satisfied via phone or video conference. Rest assured, your FEIN Field Sales Representative will remain available during regular, local working hours. We encourage you to leverage their expertise as much as possible during this time.

Lastly, our leadership team is monitoring the situation closely and is committed to providing timely updates. The entire team at FEIN remains committed to helping our valued partners through these uncertain times.

Please, stay healthy and safe!

Your FEIN Power Tools Team

IMPORTANT CONTACT INFORMATION:

Website: www.feinus.com

Telephone: 800.441.9878

Orders: please submit orders to orders@feinus.com or by fax

Fax: 412.922.8767

Repair: fusrepairoffice@feinus.com

General Inquiries: info@feinus.com