



Eaton's Official Response to COVID-19

In the wake of the progression of COVID-19 to Erie County and resulting school and business closures, Eaton Office Supply is now working to **prioritize the health of our staff and safety of our building**. We believe it's critical to do our part to help reduce the transmission of COVID-19. Here is what you need to know:

- **Orders will be processed and items will be delivered every day.** We are working to make sure that the products you need are available and delivered in the safest way possible.
- We are currently experiencing normal lead times on general office supplies, paper, ink and toner, coffee and beverage items, and some janitorial supplies. **We ask that you contact your Account Executive directly with any questions.**
- To limit contact and exposure to COVID-19, our drivers will maintain a 6-foot radius and will make deliveries to areas as directed by the customer. Pictures will replace signatures as proof of delivery until further notice.
- If you have limitations on visits to your business, please be as specific as possible when placing your order so that we may accommodate you

Here are some additional steps we are taking to Stop the Spread:

- Our team members are working remotely when possible.
- Employees reporting to the office will be provided gloves, hand sanitizer, and disinfectant sprays and wipes to maintain clean work spaces.
- We are asking that individuals refrain from travel, and have postponed all in-person meetings with clients unless deemed critical by the customer. Appointments and communication is limited to phone and email.

We are working hard to keep operations running smoothly, and we will be assessing the business climate every day. As a small business we are well-poised to be flexible and adaptable to the needs of our employees and customers.

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Frequently Asked Questions

When will I receive my order?

You can still expect to experience normal lead times on the majority of your business products. We are fulfilling orders on a first-in, first-out basis on back-ordered items such as disinfectants, wipes, toilet tissue and sanitizers. Please refer to your Order History page in the web-store for your order status.

Are you accepting returns?

Our company's return policy has not changed with the exception of any products related to COVID-19. Manufacturers are not accepting returns on masks, disinfectant sprays and wipes, and hand sanitizers.

Who do I call?

Account Executives are available to field questions and can be reached via phone and email. Customer Service can be reached at (716) 691-6100, or order@eatonofficesupply.com. Our goal is to respond to all customer inquiries as quickly as possible, but please be patient as we expect higher than usual call volume.

Can I send an order to an alternate address?

Yes. Business supplies can be shipped to employees working remotely. Please communicate with your Account Executive or Customer Service Representative to have any new addresses added to your account.

Are you limiting deliveries and customer interaction?

Our drivers will continue to make regular deliveries, but we will adhere to suggested guidelines to limit exposure and practice social distancing. Please add any special order notes to communicate where drivers should make deliveries, if necessary. Our Sales, Design, and Service teams have been instructed to stop all on-site visits and conduct normal business via phone and email.

Will I receive partial delivery on my order?

Yes, we are still receiving shipments daily, but there are numerous back orders on sanitation products that are in high demand. Back-ordered items will be fulfilled on a first-in, first-out basis.

May I order cleaning and sanitizing and other cleaning supplies?

Yes, but we ask that you please only order what is necessary so that we may fulfill as many orders as needed during this pandemic. During this time we have experienced massive demand on certain products due to the global nature of this pandemic. We ask that customers order prudently so we are able to fulfill as many orders as possible. Many cleaning and sanitation supplies are out of stock and back-ordered due to manufacturer shortages. Please expect extended lead times on these orders. Please refer to your Order History page in the web-store for your order status.