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Monday, March 23, 2020

STERITOOL INC & COVID-19

Due to events outside our control, some aspects of our business have been and will continue to be effected in the foreseeable future. Here are the key areas of impact:

DELIVERY OF CUSTOM & OUT -OF-STOCK ITEMS: delivery of RAW material to our facility is taking longer than expected. Due to this, lead time on custom orders or out-of-stock items will be delayed by an average of 2 weeks. If you were quoted a delivery or 2 weeks earlier in 2020, you can now assume it will take 4 weeks once we receive the order.

OPERATING HOURS: Our temporary operating hours are 9am ~ 5pm EST Monday ~ Thursday. We strongly urge our customers to look ahead and place any urgent orders by 3pm on Thursday.

SHIPPING: We continue to ship worldwide via UPS, FedEx, DHL, BAX Global, etc. We have not seen significant delays in shipping times. However, if local authorities here in the USA and/or at the destination country implement curfews, mandatory quarantines, or any other steps to curve the spread of COVID-19, the delivery of your shipments may be delayed.

STERITOOL CLOSURE: Steritool has no plans of closing its doors. However, if authorities enforce a temporary closure, all shipping, production, and custom quotes will be suspended. We will continue to provide customer support and basic quotes to the best of our abilities via e-mail.

Yours Truly,

Adam Rountree
Vice President