



STAFFORD-SMITH, Inc.

COMMERCIAL REFRIGERATION • FOOD SERVICE EQUIPMENT • HEATING & AIR CONDITIONING
DESIGN • ENGINEERING • SALES • INSTALLATION • SERVICE

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To Our Valued Customers:

We at Stafford Smith understand this is a trying time for everyone. While the medical and first responder communities are working tirelessly in every discipline, our priority is supporting communities like restaurants, grocery stores, school kitchens, hospital kitchens and convenience stores as they are still operating in some capacity.

We understand our place in this pandemic is to ensure the safety of our employees, while supporting these essential businesses. To that point, most of us are working remotely. However, it has not diminished our ability to provide the same level of service you have come to expect from us. In short, we are 100% open for business; just not business as usual.

A majority of our vendor partners are open for business in some capacity, so providing emergency replacement parts or equipment is not out of the question. We are also seeing vendors who aren't PPE suppliers shift their production in an attempt to close the gap.

We want you to know we are here for you and we wish to connect with you. Even if it's for a few minutes just to catch up or longer to discuss that project you have been meaning to get to, we will be here.

Later, when this is all over, and things go back to normal, we look forward to seeing you in person. To that end, if you are OK with us following up this email with a simple meeting request, no earlier than a month from today, please respond yes. In a month or so, we will reach out again to either check in or set up a face to face meeting, if the pandemic has eased up.

Until then, stay safe and be well.

Sincerely,

David M. Stafford

President / CEO / Owner

Stafford-Smith, Inc.