



Dear Colleague,

We are Open for Business.

I'm writing to you at this time of international concern to extend our thoughts to you and your loved ones that you are safe and healthy. I've directed my Atlona team at our Silicon Valley Headquarters to take a moment to regroup at home with their families. As you may know, our local, Bay Area counties have announced a "shelter-in-place" order for all residents, beginning Tuesday morning continuing until April 7th. Family is our greatest concern and I hope you all take a moment to reflect on what is most important at this critical time.

Of course, to the best of our shared abilities, business must continue. Atlona is taking every step possible to ensure your business is unimpeded by the Bay Area shelter-in-place order. Although this order will prevent us from opening our physical office, starting at 6:00 AM, Pacific Daylight Time, Atlona will be open, virtually, for business to assist you in every way we can.

Order Desk, Tech Support, and Inside Sales: Our teams in the US and EMEA are available to take orders, provide status on existing orders, provide customer support and offer pre-sales guidance as normal. Our contact numbers remain as follows:

United States:

Sales and Customer Service Hours

Monday – Friday: 6:00 AM – 4:30 PM (PDT)

Tech Support Hours

Monday – Friday: 5:00 AM – 5:00 PM (PDT)

Saturday – Sunday: 7:00 AM – 4:00 PM (PDT)

Office: +1 (877) 536-3976 (US Toll-free)

Office: +1 (408) 962-0515 (US/International)

EMEA:

Sales, Customer Service, and Tech Support Hours

Monday – Friday: 9:00 AM – 5:00 PM (UTC +1)

Office: +41 (43) 210-81-04

Shipping: Our ability to ship product from our Silicon Valley warehouse is unimpacted by the Bay Area shelter-in-place order. Should this change, Atlona will work with its network of distributors and our international shipping facilities to see that all orders are processed and delivered.

Factory Training: Given the current concern for public health, we have canceled our March sessions. Our late April dates remain open as we are optimistic, but vigilant, of current public health guidelines. Please see our [Events Page](#) for the latest updates

Return Merchandise Authorization (RMA): Currently, we are unable to accept any products at our HQ office. If you already have an RMA in process, please contact our team with your case number or RMA number for more information: RMA-admin@atlona.com.

To you and your family, from the entire Atlona and Panduit family, we urge you to be safe, follow [CDC Guidelines](#), and focus on what's important right now. We'll be here, ready for business when you need us.

Sincerely,

Ilya Khayn

President and CEO

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