

Blainville, March 25th, 2020

SUBJECT: **WE ARE FULLY OPERATIONAL AND AVAILABLE TO SERVE YOU**

Dear valued partner,

We wish to inform you that, as per the press conference held by government officials on Monday, March 23rd 2020, Ralik is considered a provider of essential services and consequently, remains fully operational in order to do our part in the community.

As we are faced with this constantly evolving situation, we wish to inform you that we have been respecting the recommendations put forth by the Public Health Agency. Consequently, we have put in place the preventive measures since the start of the pandemic, and these have been continually updated as prescribed.

Given that our primary objective is to protect the health of all while serving our clients as best we can, we have adapted the ways in which we operate. Consequently, the instructions and sales conditions we communicated on March 17th are still in effect and new ones have also been put in place as of today, notably:

- **All sales are final** and neither returns nor reimbursements will be possible until the end of this pandemic and notice of the contrary from our behalf.
- **Cash money is no longer accepted** as payment either upon delivery or during pick ups at our business location. Until further notice, all orders must be paid by credit card or applied to your customer account
- Clients that regularly pick up their order at Ralik, are advised that, as of today, **all orders must be placed in advance** by phone, email or on our website before your pickup. It is no longer permitted to place your order or modify it on our premises.

We remind you that we our objective is to remain in operation and do our part in the community while ensuring your health and safety as well as that of our employees. We could not do this without your cooperation and support.

On behalf of myself and the entire Ralik team, we hope you, your team and your loved ones remain healthy and safe in these difficult and uncertain times.


Ali Mustafa
President, CEO

