



6393 Powers Ave, Jacksonville, FL 32217

P: 800-961-7370 • F: 800-961-7379

[www.spvg-northamerica.com](http://www.spvg-northamerica.com)

March 16, 2020

To our valued customers,

The health of our employees and customers is vital to JenCoFan USA. As a company, we are taking all the necessary precautions to make sure our operations remain smart, safe and flexible. We are also keeping up with the guidelines as recommended by the Centers for Disease Control and Prevention (CDC).

Please know that we are actively monitoring this evolving situation. We have suspended face to face meetings with our partners and canceled in-house training events effective immediately. We remain available of course via email or phone for any questions or concerns.

We are currently processing and shipping orders as scheduled. Should the situation change, we will update everyone as often as possible. Please continue to call our Customer Service at 1-800-961-7370 or email us at [custserv.jax@solerpalau.com](mailto:custserv.jax@solerpalau.com) for the most current order information.

While this unprecedented situation has caused some concern, we remain optimistic that as a community we will successfully navigate these uncertain times. JenCoFan USA remains dedicated to delivering to you outstanding products and services you have known. We appreciate your continued support and understanding.

The JenCoFan Team