



March 30, 2020

To Our Valued Customers,

Ta Chen International (TCI) is proud to be on the front lines with our distributor partners and are continuing to provide uninterrupted customer service by shipping 100% daily. With that said we need your support. Many states have mandated Shelter in Place rules and the shutdown of non-essential businesses.

To avoid costly charge backs to our customers, it is imperative that you communicate to TCI any **Changes in Receiving Hours or Temporary Closures** that you or your customers may be experiencing that would result in the carrier's inability to deliver your LTL freight. Carriers will not warehouse undeliverable product; and we will be forced to charge back all incurred fees.

These are turbulent times for all of us. We appreciate the trust you place in TCI and our people. We will continue to earn your support daily.

Be well, stay safe.

TCI Management