



Dear Valued Staples Customer,

Due to the Coronavirus (COVID-19), Staples has seen unprecedented demand for many products, especially hand sanitizer, N95 masks, gloves, and disinfectants.

We are working diligently with our suppliers to replenish this inventory, but our fulfillment timeframe has temporarily become unreasonable. Therefore, we have made the difficult decision to first serve our customers who are on the front lines combatting the spread of COVID-19, like hospitals, first responders, and long-term care facilities.

As a result, you are receiving this notification because we can no longer fulfill your back order in a reasonable timeframe, and it will be canceled. You will receive a formal cancellation notice shortly.

We recognize the needs of all our customers are important and we apologize. We've made this decision to prioritize our health care customers for the greater good of our communities and we ask for your understanding.

When we return to a stable inventory position, we will refresh our sites and products will be made available to all.

We appreciate your understanding.

Sincerely,

Joanne Harris
Chief Commercial Officer