



Every patient. Every time.

Dear Valued Customer,

At **SENTIER** we have been closely monitoring the coronavirus (COVID-19). We are deeply saddened by the impact it is having in the United States and around the world. During this time, we recognize our responsibility to serve the needs of our community of Veterinarians and their teams. It is an ever-changing landscape and we will make decisions consistent with our company principles, including Responsibility, Quality, and Mutuality. We appreciate you and realize that many of you are functioning on a concierge basis or fully functional on the front lines to protect our pets.

We remain fully operational. Our team has taken significant measures to ensure continuity and consistent service. Our factories, offices, Sales Associates, Technical Services and Order Systems teams remain in full operation.

We continue to ship product. We have built aggressive safety and quality protocols into our systems, recognizing the need to safeguard our teams and protect our production capability. Our shipping partners have assured us they remain fully operational. Rest assured, as often as physically possible we are shipping same day orders.

We are ready to serve your needs. You can expect from Sentier at this time:

- Order Services and Technical Services phone lines will remain open. Call 844-VETCORDER. (844-838-2673)
- Technical Support, Sales and Managers are available to answer questions and provide help with your monitoring devices. However, for their protection and yours, they will not be making in-person calls to your clinics, zoos or wildlife rescues during this time.
- www.sentierconnect.com continues to be available 24 hours a day for online Vetcorder or accessory ordering needs. You may also order directly by calling 844-VETCORDER. (844-838-2673)

We understand that you may have other questions and encourage you to contact your trusted Distributor or reach out to us directly at 844-838-2673. We wish you, your staff and your families the best through this difficult time.

Thank you for your trust and continued support.

Diana Wells
Operations Director | Sentier - Home of the VETCORDER™ MONITORS