



Dear Valued Customers,

Update Jan. 31st, 2020 regarding on the coronavirus outbreak. With the government administrative order in place, our factory will open on Feb. 10th at the earliest. Further delays are possible depending on the developing situation of the coronavirus. We will monitor the situation closely and bring you any update as soon as possible.

As the supply chain is expected to recover slowly, and our factory will take around 2-3 weeks before it is running at full capacity again. During this ramping up period the factory is planning to run only a single shift while working to get back to normal shifts.

The factory plans to do the best to make this time less impactful so many supporting staff, such as engineers and customer service representatives will start to work on Feb. 3rd from home.

We will expect major delay in orders. We advise you to place orders at your earliest convenience in order to be in the queue earlier and for us to better allocate resources for production.

We will work together with your procurement and logistic team to find the best solution for your current order(s). We have a Q&A section (<https://tinyurl.com/orient-Q-A>) to answer your questions.

We are happy to assist you for any further questions you may have on this ongoing issue and we will continue to update you periodically with any updates or changes to this plan.

Sincerely,

Orient Display