

03-19-2020

Dear Customers and Partners,

This is an unprecedented time of uncertainty for everyone. Our hearts and thoughts go out to each and every individual and business negatively affected by the Coronavirus pandemic.

We are equally encouraged by (and happy for) those customers fortunate enough to benefit from the recent reshoring of business caused by the disruption in overseas supply chains.

Whatever the impact, I want you to know that the health and safety of you and your personnel (and ours), as well as the general public remains our top priority while we continue to support your product and service needs in the manner you have come to expect from Hillary Machinery. For more than 35 years, it has been our focus and our mission to remain a stable and reliable CNC machine tool products and services partner in good times or bad.

Health & Safety Precautions

Our immediate plan provides for the health and safety of our employees, so that you can do the same for yours. We have offered extended sick leave to our employees should they need it, and we've temporarily suspended all business travel. During this time, our sales staff will work remotely, visiting customers by appointment only.

On-Going Product Support

We have made the decision to keep a limited support staff at our headquarters in Plano, Texas, so that we can continue to provide you with telephone sales, technical support, service, and replacement parts should you need.

Our field service technicians are available to perform on-site service work, but they have been instructed to follow the [guidelines laid out by the World Health Organization](#) to minimize spread of the virus.

Economic Impact & Encouraging Words

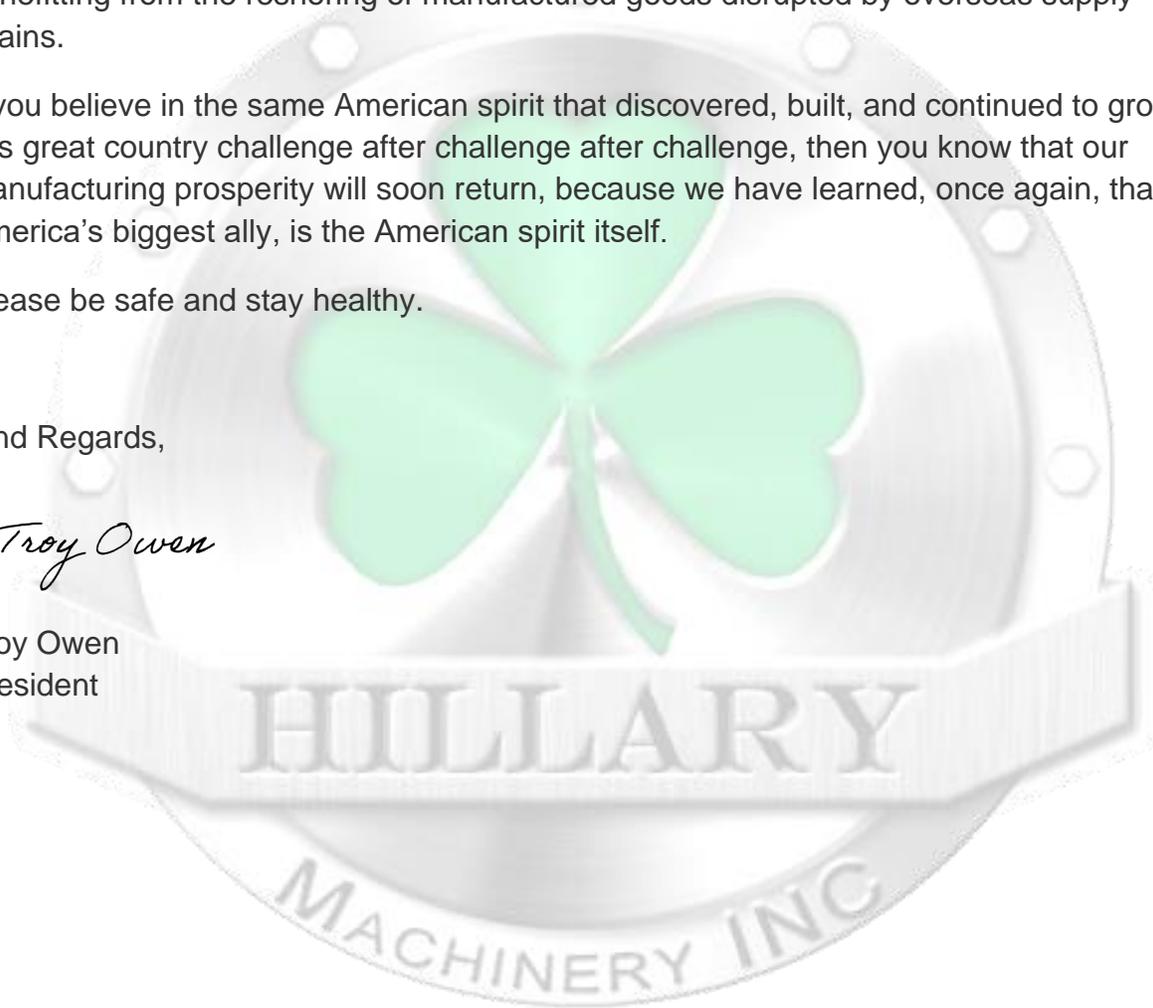
We know many are concerned about the impact the global health situation is having on their businesses and employees, and we share your concern.

America has overcome far too many challenges to list here, and the proof is that *we are still here*. While no one will overcome this challenge without some pain, we are already seeing the resilience of the American spirit begin to rise to the top for several customers benefitting from the reshoring of manufactured goods disrupted by overseas supply chains.

If you believe in the same American spirit that discovered, built, and continued to grow this great country challenge after challenge after challenge, then you know that our manufacturing prosperity will soon return, because we have learned, once again, that America's biggest ally, is the American spirit itself.

Please be safe and stay healthy.

Kind Regards,



Troy Owen

Troy Owen
President