

Dear NASSAU OOGP Vision Group Customer,

Due to inclement weather affecting parts of the US we are experiencing some disruptions in our facilities and systems as detailed below:

NASSAU PHONES:

The phone systems at NASSAU are currently experiencing intermittent ^I disruptions. As we work on restoring service you can continue to place your finished stock lens and soft contact lens orders through the ordering portal at

www.nassau247.com.

In order to contact our Customer Care Team we strongly recommend using our live click to chat feature online. With the live click to chat feature you can chat in real time with one of our expert Customer Care Agents for all your customer service related needs such as backorder status information, order tracking, returns assistance, product questions and so much more.

NOVA PHONES:

The phone systems at NOVA Optical Lab are currently experiencing intermittent disruptions. As we work on restoring service you can continue to place your Rx orders through the ordering portal at www.nassau247.com, and clicking on the "Lab Rx" tab.

To chat with our NOVA Customer Care agents, when on the Lab Rx page (https://nassau247.com/members/vweb.aspx) on the website the live click to chat feature on the bottom of the screen will direct you to one of our Lab Customer Care Agents who will be able to assist you with your lab related questions and needs. You can also reach the Lab Customer Care team at novacustomerservice@essilorusa.com.

Chat with us! NASSAU COSP VILLY NO S O V P New Cat Was Cat Was Cat Was Cat The Discharated seaflace the places explained systems at NASSAU pand NOVA are currently down As we want has a certained in places enter in friengly the method pand are as the foreign that is not restricted and friendly the certained places are in friendly the method pand are as the foreign that is not restricted and friendly the certained places are in friendly that are currently down As we want has a certained places are in the certained places are in the friendly that is not restricted. The Control State Was I amount to be a server independed ancessation in page 100, 120 or derived restrict on the part of the page 100 or derived to the page 100 or derived t



OOGP PHONES:

The phone system is fully operational at our OOGP, Grants Pass, OR location and you may continue to place orders and call our Customer Care team as usual.

DALLAS DISTRIBUTION CENTER:

Due to severe widespread snow storms at our Distribution Center in Dallas, TX some orders may see a 2-3 day delay. We are continuing to work hard to get your orders out to you in a timely manner.

COLUMBUS OH / NORTHVALE NJ / GRANTS PASS OR DISTRIBUTION CENTERS:

All other Distribution Centers are fully operational and running at our normal service levels at this time.

COURIER DELAYS:

Due to current circumstances, some shipments may arrive later than expected. Please check on the courier websites for additional information on shipping delays and tracking.

We apologize for any delays and inconvenience and appreciate your patience at this time.

Sincerely,

NASSAU OOGP Vision Group