

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 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.

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

