



March 24, 2020

Update: I-deal Optics response to COVID-19

Thank you for your interest in I-deal Optics! We appreciate this visit to our website and look forward to continued conversations with you. Our deep relationships with our employees and with our customers, which have been built over the past 25 years, are what are most important to us.

Please know that we are monitoring the COVID-19 situation within the industry and nationally on a daily basis to ensure the continued safety of our customers, our employees, and our independent representatives. Any service updates will be posted here.

We are in the business of delivering quality eyewear so you can deliver quality eyecare. It's that simple.

Bottom line:

You can still place orders to meet the needs of your patients.

Beginning today, our phones will not be answered live; our remote customer service team will be taking your messages and returning all calls. There is no change to our website, which is fully functional. We have adequate inventory to fill your needs quickly. Our *new* 2020 catalog is now available. If you have not already received one, email request to info@i-dealoptics.com. Most importantly, you can feel comfortable recommending our products to your patients.

We are here to help.

Our field sales team is ready to hear from you. We will answer your calls and emails quickly. While person-to-person meetings can still happen in some locations, we are recommending shortened interactions, with frequent appropriate preventative hygiene actions, such as proper hand washing, to minimize the risk of potential infection.

We will continue to monitor this situation closely and take guidance from local authorities and the Centers for Disease Control (CDC).

Thank you for your business. Stay safe - Be well!



(800) 758-6249

www.i-dealoptics.com