

September 21, 2020

Dear Valued Emerald Customer,

We remain dedicated to maintaining open communication with you during the ever-shifting challenges caused by the COVID-19 pandemic. In the early months of 2020, our manufacturing factories in Asia were closed to help halt the spread of the virus. Meanwhile, freight companies reduced both their number of shipping routes and frequency to reflect the temporary global reduction in need. When factory work was able to resume, production capacity was slow to recover due to labor and materials shortages. The shipping industry, both nationally and abroad, is still struggling with labor shortages and overbooked capacity with the rise in demand from reopening states and businesses.

During the closures, Emerald Home was unique in not cancelling orders and worked with the factories to adjust scheduling expectations to accommodate the need for greater safety. Unfortunately, the supply chain disruption these global circumstances caused is affecting our ability to maintain inventory for certain popular collections and to fulfill your orders with the promptness with which we pride ourselves.

While we are experiencing extra delay, rest assured Emerald Home is doing everything within our control to expedite processes. We have shifted to ordering larger quantities to reduce future inventory issues and have a secure manufacturing schedule booked well into next year. We appreciate your patience as you and your home await the arrival of your new Emerald Home furniture.

Sincerely,

Donald Montgomery
Vice President Sales at Emerald Home