**To our valued clients:**

I would like to begin by personally acknowledging and apologizing for any inconvenience you may be experiencing as a result of the delayed shipment of your Inovonics pendant orders. We value your relationship with Sentrics as a business partner and the trust you have placed in us as a brand.

Most businesses have been adversely affected by shortages in the global supply chain in recent years. As we have been informed, Inovonics is experiencing labor and production constraints at their factory, in combination with raw parts supply issues. This issue has impacted all of Inovonics dealers, including Sentrics. However, they have communicated to us that they anticipate catching up with their obligations by the end of November.

Our entire Sentrics team is committed to improving the situation and catching up on all orders as quickly as possible. Once we receive our backordered pendant shipments from Inovonics, we will turn them around and fill open orders without delay, in the order in which they were received.

If you have any additional questions, please do not hesitate to contact me or our Sentrics customer support team. My sincere appreciation goes out to you personally for your patience and loyalty. Know that our entire team is looking forward to fulfilling our commitment to you.

Sincerely,

Brian Dawson

Chief Operating Officer

Sentrics

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