March 25, 2020

To our RIKON Power Tools community,

Like so many of you, we have spent the last several days and weeks learning about the coronavirus (COVID-19) and how it is impacting the world. That means understanding how it affects employees, customers and then making the necessary adjustments to daily business operations. Taking the precautions to protect the safety of our staff, customers and suppliers is utmost in our minds.

We have offices in Massachusetts and Illinois. Both states have now closed all non-essential business and in the hope of ending this coronavirus outbreak sooner, we are complying with the CDC and government regulations and have closed our offices in both states until May 4th. During this difficult time, RIKON’s services shall be as follows:

CUSTOMER SERVICE: We will have several people monitoring and answering emails from their remote locations, but until our staff returns to work, please note that our office phones have been shut down. We appreciate your patience for any delays in our responding to emails regarding product inquiries, technical and warranty issues.

ORDER SHIPMENTS: We will process RIKON Distributor and Customer Parts orders as soon as possible upon our return to work on May 4th. Please be aware that we anticipate that there will be some minor disruptions in the supply chain in the upcoming weeks and will continue to update all our dealers via the RIKON Stock Status Report on any product availability issues.

 WWW.RIKONTOOLS.COM: Our website will remain active to provide information on our machines, accessories, authorized RIKON dealers, and for registering products, downloading manuals or to purchase RIKON parts.

This pandemic is a fluid situation that we are closely monitoring. We appreciate the opportunity to support our customers and will be here if you have any questions. Please stay safe and we will be back to serve your needs on May 4th.

Sincerely,

Jack Bransfield, President