

Important service updates to protect your safety

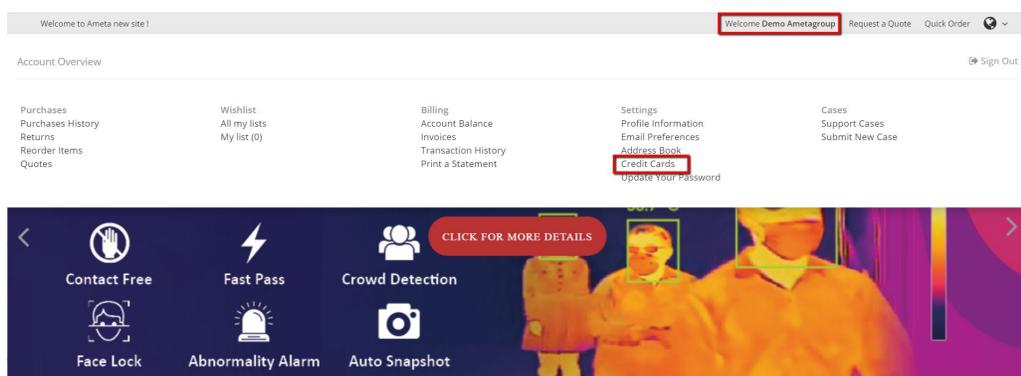


Dear valued customer,

PLEASE NOTE: Effective Monday, April 6, our Toronto office is now offering one by one pick up, a new temporary service to accommodate the needs of customers who want to minimize their interactions with others. The pickup room is at the back door of our Toronto office. Please get the sales order number from your sales rep when you place the order. Please call the branch upon arrival and inform them the sales order number. Ameta team will put your items in the pickup room, and then let you get inside the pickup room to pick up your order.

For the payment, we suggest you make the payment before you pick up the order.

1. There are three contactless payment methods for you to choose from (MOST RECOMMENDED):
 - a. You can put your credit card information under your account on Ameta website: www.ametagroup.com. After you login, click on “Welcome [Company Name]”, the navigator bar will slide down, find “Credit Cards” under “Settings” as following, then you will be directed to your credit card management page.



- b. Fill out the credit card authorization form and send back to sherry@ametagroup.com.

[\[Credit Card Authorization Form Download\]](#)

- c. Make an e-transfer to:
Name: Sherry Wang
E-mail: sherry@ametagroup.com.
Please put your Company Name at the transfer notes area for faster processing.

2. If you need to make the payment by POS machine, please follow the steps: please wash your hand by hand sanitizer gel in the pickup room first and then enter the credit card PIN number. Cash payment is not suggested.
3. If you really need make a cash payment (last resort, not recommended due to high risk of spreading COVID-19), please count cash in front of an Ameta warehouse staff in pickup room. Ameta warehouse staff will stay behind the window. Then please put cash in an envelope, which you can find in the pickup room, then pass the envelope to the Ameta warehouse staff from the window.

These temporary changes are for your safety, and the safety of our employees, and in response to social distancing advice amid the COVID-19 pandemic. We apologise for any inconvenience caused. Thank you for your cooperation and understanding.

Yours Sincerely,
Ameta International Co.