



RegO response to Covid-19 FAQ

1. Will I still be able to get RegO products during the “Stay at Home” orders from local, state and Federal Governments?

RegO continues to monitor the recommendations of the CDC, WHO and government officials and takes actions to keep our employees safe and healthy. The products RegO manufactures have been identified as “Essential Critical Infrastructure” by the US Department of Homeland Security so RegO will continue to manufacture and ship products to our customers and distribution networks worldwide.
2. Will I still be able to contact RegO personnel?

RegO has established work from home arrangements for all employees not essential to be at the facilities on a daily basis. Each employee is still able to conduct business by email or phone as necessary and can be contacted at their normal contact numbers.
3. If my facility gets closed what will happen to my open orders?

If your facility becomes unable to accept material due to a shelter in place order, please contact your RegO contact immediately. RegO will work with you to hold or reschedule your order until it can be shipped to your facility
4. Can I increase my current orders and still get materials?

RegO will waive any expedite fees due to increased demand of critical materials to meet the current market need. Contact RegO customer service with the new demand required and they will work with you on a determining a delivery date.
5. Can I cancel my open orders?

For all standard products that have not been boxed for shipment RegO will work with you on scheduling new delivery dates or postponing orders to meet your needs. For custom products or specialty items please contact your local RegO representative to determine when and how the orders may be cancelled or rescheduled.