



(800) 446-6770
(407) 290-2419
custserv@orthomerica.com
www.orthomerica.com
6333 North Orange Blossom Trl
Orlando FL 32810

To: ALL CUSTOMERS
Date: September 26, 2024
Subject: **IMPORTANT UPDATE: HURRICANE HELENE**

Dear Customer,

Hurricane Helene will continue to strengthen as it lifts northward. While the hurricane is heading west of Central Florida, there still are tropical storm and tornado warnings for the state of Florida. It is anticipated that we may get heavy winds and possible flooding.

Based upon this information, Orthomerica's production and shipping schedule will be impacted by this storm. Fed Ex has already suspended service for the day and we anticipate other carriers such as UPS and DHL will do the same. There is a possibility that we may have to close the plant on Thursday afternoon based upon the storm's track. **However, we will continue to accept orders, faxes and scans that will be processed on Friday morning.**

Orthomerica does have emergency generators if we lose power. However, this could change if the plant experiences any storm damage or if the county issues an emergency order keeping people off the roads due to emergency conditions.

During this time, the best way to place orders is as follows:

Toll Free: 800-446-6770 for prefabricated products
877-737-8444 for custom products
Fax: 800-638-9259 or 407-290-2419
Email: custserv@orthomerica.com

If any emergencies during this time, please call Gary Hicks at 407-340-4377.

We appreciate your patience and understanding.

Sincerely,