



Dear Customers,

At Universal Yums, our number one priority is the health and safety every member of our snack community. We want to assure you that due to the changing nature of the COVID-19 outbreak, we are closely monitoring and updating how we should adjust our business operations on a daily basis based on guidance from national, state, and local authorities.

The United States federal government is continuing to allow the importation and entry of all food products from the regions we source products from: Europe, South America, the Middle East, and Asia.

The U.S. Department of Agriculture (USDA) and the U.S. Food and Drug Administration (FDA) have no reports of human illnesses that suggest COVID-19 can be transmitted by food or food packaging, but we are continuing to enact safety precautions as customer service remains our top priority.

Our boxes are packed at our own facility, by our own employees. We are following all CDC measures and guidance on how to adjust our business operations and are closely working with all employees through several measures, including:

- We are proactively encouraging all employees to report any symptoms of illness of any kind, so they do not report to work. Any employee who is unable to work during this time will receive paid leave until they have fully recovered.
- We've completed a comprehensive training for all employees on respiratory etiquette and hand hygiene, including our usual process of wearing gloves at all times in the warehouse.
- We are performing extensive environmental cleanings throughout our entire warehouse and office facilities.

We will continue to keep you informed, if you have further questions, please contact us at [support@universalyums.com](mailto:support@universalyums.com). We, now, more than ever, thank you for your business, and hope that your Yums will be a small source of enjoyment in the weeks ahead.

Sincerely,  
Monique Bernstein & Eli Zauner  
Co-founders of Universal Yums