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Dear Valued Partner,

RJ Schinner is experiencing a significant increase in demand across many of our product categories in response to the COVID-19 pandemic. These categories include, but are not limited to, hand sanitizer and soap, disinfectant sprays, liquids, and wipes, bleach, masks, gloves, and bottled water, as well as small roll bath tissue, kitchen roll towels, and facial tissue.

While many of our supplier partners are facing extreme challenges meeting the production and delivery demands of the items listed above, RJ Schinner will continue to receive inbound shipments from our suppliers as they are available, and prepare outbound shipments to you. In order to meet the surge in demand and mitigate the effects of this situation, we have had to reevaluate our policies and procedures, which may impact you, our valued partner.

We are doing our best to prioritize shipments to existing customers first, with our healthcare distributors being given the highest priority. In addition, we have also found it necessary to reserve the right to implement a NO RETURN POLICY, not only on disinfecting and sanitizing COVID-19 related products, but also on any product that has unusually high demand and larger than normal orders while COVID-19 remains a concern.

Due to market and supply volatility at this time, we will continue to update you with any changes to these policies as quickly as we can.

We thank you for your patience and encourage you to reach out to us with further questions regarding any of the above information.

RJ Schinner

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