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## To our valued customers -

Every year, we look forward to connecting with our customers during the annual Auto Value and Bumper to Bumper Tech Expo. It's a time when we can connect with our customers, suppliers, and employees. We pride ourselves in being able to provide top notch training and direct supplier communication. Given the growing concerns surrounding COVID-19 at this time and mirroring other events in our industry, we've made the difficult decision to postpone the Auto Value and Bumper to Bumper Tech Expo scheduled for February 11 & 12, 2022. While it was a tough call to make, we regretfully feel that it is the right decision. Above all, it is important that we prioritize the health and well-being of the 3,000 people who attend this event. We remain committed to providing exceptional training and supplier deals to our customers. The specifics for the postponed event will be released soon. We ask for your patience, as there are a lot of moving pieces to consider.

## To address some concerns that may be on your mind:

- **REGISTRATION REFUND**
  - Registrations marked to be billed to an account have not and will not be billed. If you've paid via credit card or check you will automatically receive a full refund by the end of February 2022.
- **HOTEL CANCELLATION**
  - If you've reserved a room at one of the hotels in our room block, you can cancel your reservations up to 48 hours before your check-in date. Please contact your hotel directly to make any cancellations. If you experience any issues with this, please contact [help@autowares.com](mailto:help@autowares.com).
- **SHOW DEALS/COMMITMENTS**
  - We are currently evaluating ways to allow show specials to be ordered. Additional information on this will be released in the upcoming weeks.
- **VIRTUAL TRAINING**
  - While we determine the specifics, the virtual training component of Tech Expo is also postponed at this time.

While the pandemic continues to wreak havoc across our businesses, it will not dampen our commitment to training and relationship building. Thank you in advance for your patience and understanding. Stay tuned for future updates!

Regards,  
Auto-Wares Group of Companies

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