



A Personal Letter to Our Customers:

At Jarons Furniture our main focus is on customer satisfaction. We work incredibly hard to deliver the highest quality service while ensuring the jaronteed lowest prices on home furnishings. At Jarons we understand that WE are responsible to deliver on our promises, and we take that commitment seriously. Unfortunately right now we are not living up to our expectations, and we are sure we are not living up to yours.

A brief history-

Back in late January 2020, all of the Asian factories closed for three weeks, as they do each year, for Chinese New Year. In mid February as they were planning on re-opening Covid-19 was running rampant in that part of the world. Factories never re-opened on time. In mid March as the Asian factories were finally re-opening, the US was beginning to shut down. Every US based factory, distributor, and retailer was cancelling orders, no one knew how long or what the outcome of Covid would be in the US. Fast forward to June, the US market was starting to re-open. With consumers in the US unable to travel, unable to attend sporting events, concerts and even eat out at restaurants, and being forced to spend the majority of time at home, furniture became an item that people wanted to make their lives more comfortable. That's the background.

Today the supply chain is simply broken, it will recover, and it will take time. Demand for furniture is at an all time high and supply is low as most furniture and raw components come from overseas. Even when the product is produced overseas it is unable to move. There is a world wide shortage of ocean shipping containers, (read article [HERE](#)) and even after a container ships It takes 5-6 weeks on a boat to get to the east coast of the US. Our ports are at or over capacity causing delays on unloading. Our factories in the US are set up to be efficient, and are not conducive to social distancing, which is required to maintain a healthy workforce, and like every business are dealing with sporadic breakouts of cases. So even when raw material starts to arrive, factories are not able or capable to run at 100% efficiency. It's truly a perfect storm.

We are committed to providing information; however we have found that the information we are giving our customers changes daily, and sometimes even hourly. This makes us look incompetent and even worse it makes us appear we don't care about YOU our customer. I personally assure you this is not the case. We are working to our capacity, our employees are also frustrated, and we simply are at the mercy of the information available at the moment. I personally assure you that I am 100% involved in the process alongside all of our staff. My promise to you is that we will be honest, forthright and proactive in our communication. We may deliver information to you that will change, sometime for the better sometime for the worse, but we will be honest and direct.

On a personal note, I have learned much during the covid crisis.. I learned that furniture is not the most important part of my life (my family is), I learned not to take the small stuff too seriously, I learned to be a bit more patient, I learned that I value human contact and I learned that empathy is critical in that human contact.

Thank you for being a part of our Jarons family, we truly appreciate your business. We will strive to live up to our expectations, and to yours, but when we fall short please know it's not for the lack of trying or caring. We ask for your patience, but understand if you can't grant us this request. We have set up a direct email for questions concerning arrival times on your purchase [orders@jarons.com](mailto:orders@jarons.com), we ask you to email us and we will respond within 24 hours with the best information that we have at the time. I can only guarantee one thing to you; we care deeply and will work hard on your behalf.

With gratitude and respect,  
Greg Jaron