



Dear Valued Customer:

As part of our ongoing efforts to continually improve the high level of customer service that you have come to expect from Security Chimneys, we are excited to announce that we are upgrading our literature ordering process to a new online platform. This online platform will allow customers to see literature online, place orders, track, and select shipping options. We appreciate your patience during this transitional time:

- If you have placed an order that has included literature **on or before** 10/7/2020 please know that the literature order is still with us and will be fulfilled as soon as possible.
- If you have attempted to place a literature order **after** 10/7/2020, our Customer Service department may have informed you that we are not filling any literature orders at this time. We are expecting to open our NEW online store by mid – late November.

Please go to securitychimneys.com for updates and to find all downloadable literature.

If you have any questions, please reach out to marketing@duravent.com.