

Dear Valued Customer,

At Luther Auctions, we value your health and have great concern for your well-being. We want you to be aware that we are monitoring the information regarding COVID-19 (Coronavirus) and taking suggestions from the CDC (Center for Disease Control and Prevention) and the MDH (Minnesota Department of Health) as to how to keep our business a safe place.

What we are doing...

We have implemented **new intensified cleaning practices** and are offering a **new at-home bidding service!**

We have begun a new cleaning regimen at the auction house including disinfecting all frequently touched surfaces on a regular basis. Our employees are dedicated to practicing good hygiene including frequent hand washing. Employees will be staying home if they exhibit flu-like symptoms or have been exposed to someone exhibiting symptoms.

NEW At-Home Bidding Available!...

Beginning at our next auction, **Monday March 23rd at 6pm, we are rolling out new online webcast bidding.** Webcast auctions allow internet bidders to bid in real time against floor bidders. No in-house attendance will be permitted. If you are not comfortable bidding online, **we are happy to accept Absentee Bids** which our staff will personally bid competitively for you. Those absentee bids will be represented as 'Floor Bidders' when displayed online. We will continue to offer this new convenient service at our same low 15% buyers' premium.

Many of you are already familiar with this style of auction. If you are not familiar with this style of auction, or if you need help setting up your online account, please give us a call. We are happy to explain in further detail and help walk you through the setup. As always, our competitive absentee bidding service is still available.

In regards to Preview and Pickup, we will continue to monitor the situation, taking social distancing suggestions from the CDC and the MDH. Currently, **Preview is scheduled for Sunday March 22nd 4pm to 7pm and Monday March 23rd 9am to 5pm.** We will close promptly at 5pm to allow you to get home in time to start bidding at 6pm. If the need arises, we will limit the number of customers allowed into the building at any given time. Please give us a call if you would prefer to setup an appointment for preview or appointment for curbside pickup.

What you can do...

We want you to be able to bid with confidence. Please give us a call or send us an email if you would like additional information, a detailed condition report or photos of a specific auction item. We welcome FaceTime or Skype appointments as well. For payment transactions, we welcome credit card payments via telephone. If you are feeling ill or have been exposed to someone else who is sick, please do not visit Luther Auctions until you are well again.

Thank you so much for your continued support as we all navigate this rapidly-evolving situation together. We look forward to hearing from you soon.

Most Sincerely,

Your Friends at Luther Auctions

LutherAuctions.com / 651.770.6175