

Project N95 Collaboration FAQs

Why did [Society/Association] choose to work with Project N95?

Since May 15, Project N95 has facilitated delivery of nearly 3 million units of PPE to over 180,000 frontline workers. Project N95 has partnerships with national medical associations, including the American College of Physicians, the American Academy of Family Physicians and the American Medical Association; companies such as Amazon, IBM and Moody's; and charitable institutions, including the KIND Foundation and USofCare.

How do I know that this PPE is real and valid?

Project N95 has identified and vetted suppliers and manufacturers who it believes can meet expected cost, quality and delivery. Project N95 has information available here that walks you through its Supplier and Product Due Diligence Process.

How do I know that products are priced fairly?

Project N95 works closely with its suppliers to ensure pricing is reasonable, accessible and within the market range. In addition to its competitive prices, Project N95 thoroughly vets every product it offers to ensure the products meet all requirements.

What steps does Project N95 take to ensure this PPE is safe to use?

Safety is Project N95's primary concern, and it vets all suppliers and products via a rigorous process you can learn more about here. That includes:

1. Checking the DUNS number and using Moody's Know Your Supplier Portal to identify any red flags.
2. Guaranteeing that all items meet Federal Drug Administration (FDA) standards, which Project N95 regularly updates for any new emergency use authorizations. You can learn more here about current regulatory standards.
3. Looking at FDA registrations, clearances and product testing to make sure each product meets Project N95's requirements.
4. Checking references for suppliers to ensure they have previously delivered safe, high-quality goods.
5. Doing an additional quality assurance check on the entire process before declaring a supplier officially vetted.

Will PPE run out of stock before the order deadline?

We do not currently expect that stock will run out before the deadline. Project N95's suppliers for the items offered to [Society/Association] members have committed to having stock available and will not run out before the order deadline. In the unlikely case that a product's stock runs out it will not appear as available on the website.

Can my order ship earlier than the posted date?

All orders placed through the order will ship on a rolling basis and are expected to ship no later than January 31, 2021 for all products other than gloves, which are expected to ship no later than February 15, 2021. Project N95 will update you with estimated arrival dates after the order has been placed. However, Project N95 cannot offer expedited shipping or guaranteed delivery dates at this time. As has been widely reported, the same crisis that's caused shortages of PPE has also caused significant delays in logistics and shipping globally. Holiday shipping delays may also impact your delivery date. Project N95 is offering a conservative timeline that considers the current level of variability in shipping estimates.

Why is [Society/Association] only offering PPE for a limited time?

The PPE orders from members of the [Society/Association] are being aggregated over a defined number of days in order to meet the minimum order requirements of suppliers at a price point that is accessible for members. Additionally, offering PPE for a limited time allows Project N95 to ensure that PPE will be available at the price that has been provided to [Society/Association] members.

Will [Society/Association] offer more PPE in the future?

[Society/Association] recommends that you take advantage of this opportunity. After this short-term sale, Project N95 will offer many of these items so that members can purchase on an ongoing basis. However, the prices may be higher, and the exact mix of products may vary based on market availability.

Is [Society/Association] profiting from the sales of PPE?

No, [Society/Association] is not profiting from the sales of PPE.

Why is it necessary for me to complete a registration form?

The information collected on the registration form is used to create an accurate customer record for your PPE order.

How do I indicate my organization's tax-exempt status?

If you would like to register as tax exempt, please submit your organization's tax exemption documentation to frontline@projectn95.org.

How do I access PPE at the prices for this campaign?

If this is your first time ordering from Project N95:

1. Complete a Customer Registration Form on Project N95's website here.

2. After submitting this form, you will receive a registration confirmation email. Follow the link to Project N95's login page and create a password by selecting "Set/reset my password." Keep this page open.
3. You will receive an email with a six digit validation code that you will enter before creating a password. The email may come to your spam or promotions folder so be sure to check there.
4. Enter the code on the login page and create your password.
5. Login with your email address and new password. You will now be able to select and order PPE.

If you have ordered from Project N95 before:

1. Go to Project N95's web shop here. Enter the same email address you previously used to make a purchase and select "Set/reset my password." Keep this page open.
2. You will receive an email with a six digit validation code. The email may come to your spam or promotions folder so be sure to check there.
3. Enter the code on the login page and create your password.
4. Login with your email address and new password. You will now be able to select and order PPE.

What do I receive after placing an order?

After placing an order, you will receive an emailed confirmation notice from Project N95 with order details, the estimated shipping date and contact information for Project N95's support team. The notice includes a link to your account , which includes details of your order history such as product quantities, payment method, shipping address, shipping charges, and taxes.

I placed an order during a previous special offer. What's the easiest way to order more product available during this offer?

To avoid completing an additional registration form, please access Project N95 at shop.projectn95.org. If you do not have a password setup with Project N95, create a new password with the same email you previously used to make a purchase. Follow the instructions for "Set/reset my password" to gain access to the site.

How do I access my order receipt?

The order confirmation email you received after purchasing a product includes an order receipt. You may log back into shop.projectn95.org at any time and check your account to review your order.

When will I receive my PPE?

All orders placed through the order will ship on a rolling basis and are expected to ship no later than January 31, 2021 for all items other than gloves, which will ship no later than February 15,, 2021. Members generally receive PPE orders via UPS ground within 5–7 business days. Orders to Hawaii, Alaska and Puerto Rico will experience longer shipping times. UPS is making every

effort to adhere to shipping standards, but due to current circumstances and the holiday season, shipping timelines may vary.

Can an order be cancelled after it has been processed?

Orders can be cancelled on or before Dec 31. Order cancellation refunds are applied to the credit card used to place the order within 2–3 business days after the cancellation request.

Can I return my order?

PPE orders cannot be returned in part or full. There are no refunds or replacements for used products.

Can I return damaged or defective PPE?

Damaged or defective goods can be refunded or replaced by notifying us within 30 days after receipt. There are no refunds or replacements for used products.

Who do I contact for support?

Please contact the Project N95 support team via email at frontline@projectN95.org, or call (205) 528-3060, from 9 a.m. to 6 p.m. Eastern time, Monday–Friday. Email response is within one business day or less.

About Project N95

Project N95 protects healthcare and essential workers, as well as underserved and vulnerable communities by providing equitable access as quickly as possible to vetted personal protective equipment (PPE). As the leading rapid response nonprofit organization (501c3) created in response to the COVID-19 pandemic, Project N95 has become the National Clearinghouse for critical PPE. Visit www.projectn95.org to learn more.