



## PROJECT N95 COLLABORATION FAQs

### **Why did NORD choose to work with Project N95?**

Since May 15, 2020, Project N95 has facilitated delivery of over six million units of vetted PPE to over 200,000 frontline workers. Project N95 has partnerships with the National PACE Association; the American Association of Nurse Practitioners; national medical associations, including the American College of Physicians, the American Academy of Family Physicians, and the American Medical Association; companies such as UPS and Moody's; and charitable institutions, including the KIND Foundation and USofCare.

### **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 that this PPE is real, valid and safe to use?**

Safety is Project N95's primary concern. Project N95 has identified and verified suppliers and manufacturers who it believes meet expected cost, quality and delivery standards. Project N95 vets all suppliers and products via a rigorous process you can learn more about [here](#). This process includes:

1. Checking the DUNS number and using Moody's Know Your Supplier Portal to identify any red flags.
2. Ensuring that all items meet Federal Drug Administration (FDA) or other relevant standards, which Project N95 regularly updates for any new emergency use authorizations. You can learn more at Project N95's website 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.

### **What are the differences between the ASTM Levels for surgical masks?**

There are three levels of ASTM masks -- Levels 1, 2, and 3; practically speaking most surgical masks are either Level 1 or Level 3. Surgical masks are assessed using American Society of Testing and Materials (ASTM) Standards. When choosing surgical masks, look for the ASTM rating on the box to ensure claims made regarding filtration and fluid resistance are valid.

Some of the key measures are:

- Particle filtration efficiency: Measures the percentage of particles larger than 1 micron that are filtered by the mask.
- Bacterial filtration efficiency: Measures how well the mask filters out bacteria when challenged with a bacteria-containing aerosol. The test measures the percentage of bacteria greater than 3 microns that are filtered by the mask.
- Fluid resistance: Measures the resistance of the mask to penetration by high velocity synthetic blood. This is more important for healthcare practitioners who work where heavy to moderate amounts of fluid, spray, and/or aerosols are produced such as during surgery or other medical procedures.
- Breathability: Measures the face masks' resistance to airflow to assess breathability. Lower breathing resistance indicates better comfort.

Measure	Standard	Level 1	Level 3
Particle filtration efficiency 1 micron	ASTM F2299	≥95%	≥98%
Bacterial filtration efficiency 3 microns	ASTM F2101	≥95%	≥98%
Fluid resistance	ASTM F1862	Lower (80 mmHg)	Higher (160 mmHg)
Breathability	MIL-M-36954 C:ΔP	<4 mm H20Lo	<5 mm H20

### **Will PPE run out of stock before the order deadline?**

We do not expect that stock of most items will run out before the deadline. Project N95's suppliers for the items offered to NORD members, supporters and the rare community have committed to having stock available. In the unlikely case that a product's stock runs out it will not appear as available on the website. Please be aware that there is currently a market-wide shortage of patient examination gloves, causing fluctuations in their availability.

### **Can my order ship earlier than the posted date?**

All orders placed through the Project N95 website will ship on a rolling basis and are expected to ship no later than five business days after the order is placed for all items other than gloves, which will ship no later than Wednesday, April 31, 2021. 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. Project N95 is offering a conservative timeline that considers the current level of variability in shipping estimates.

### **Why is NORD only offering the current pricing on PPE for a limited time?**

The PPE orders from the rare disease community members 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. After this short-term sale, those eligible through this special offer from NORD

will have ongoing access to the Project N95 online shop, though the exact products and pricing may change, particularly for the N95 respirators featured as part of this offer.

### **Will NORD offer more PPE in the future?**

NORD recommends that you take advantage of this opportunity now. After this short-term sale, rare community members will have ongoing access to the Project N95 online shop. Many of these items will be offered so that members can purchase on an ongoing basis. However, the prices may differ, and the exact mix of products may vary based on market availability.

### **Is NORD profiting from the sales of PPE?**

No, NORD 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](mailto:frontline@projectn95.org).

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

1. Complete a Customer Registration Form on Project N95's website [here](#). Respond "Yes" to the question "Is this PPE being used in a health care or caregiving role?"
2. After submitting this form, you will receive a registration confirmation email. Follow the link to Project N95's [login page](#) and select "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. Log-in 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.

### **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](http://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 Project N95 website will ship on a rolling basis and are expected to ship no later than five business days after the order is placed for all items other than gloves, which will ship no later than Wednesday, April 31, 2021. Customers generally receive PPE orders via UPS ground

within five to seven 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, shipping timelines may vary.

**Can an order be cancelled after it has been processed?**

Orders can be cancelled by the end of the business day on which they were placed. Order cancellation refunds are applied to the credit card used to place the order within two to three 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. Project N95 accommodates returns and exchanges on fit issues for all unopened products fulfilled by Project N95.

**Can I return damaged or defective PPE?**

Damaged or defective goods fulfilled by Project N95 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](mailto:frontline@projectN95.org), or call (205) 528-3060, from 9am to 6pm Eastern Time, Monday through Friday. Email response is within one business day or less.

**About Project N95**

Project N95 protects health care and essential workers, as well as underserved and vulnerable communities by providing equitable access as quickly as possible to vetted personal protective equipment (PPE). Project N95 is the leading rapid response nonprofit organization (501c3) created in response to the COVID-19 pandemic. Visit [www.projectn95.org](http://www.projectn95.org) to learn more.