



5/24/2021

To: Our Valued Dealer Partners

Re: Freight Services and Fuel Surcharges

Unfortunately, due to fuel prices being at all-time highs and continuing to increase weekly, we can no longer continue to absorb the increased additional costs. If we are assessed a fuel surcharge from our freight carrier that cost will be added to our final invoice. Please when providing quotes to end users please allow for these increased costs.

Secondly, we can not stress enough that you must unwrap and fully inspect our freight deliveries before signing for them, and if they are damaged you must mark them damaged and notify us immediately. Make sure to photograph the damage and ask the driver to also photograph the damage before they leave. With the increased operating cost freight companies are becoming stricter and more unreasonable with our claims with damage. While we take every step possible to ensure your product arrives safely damage happens, and we cannot absorb the cost of replacing our products if we are unable to process a damage claim. Please ensure that every freight shipment you received is fully inspected and marked damaged on the bill of lading before signing and at the very least mark it as possible damage. In the event that you fail to inspect and mark a shipment damaged, and the claim is denied by the freight company the cost of the replacement product will be your sole responsibility.

As we continue to navigate these times, we thank you for your understanding. If you have questions, please reach out to me or one of our team members.

A handwritten signature in black ink that reads "Ryan L. Dodd". The signature is written in a cursive, flowing style.

Ryan Dodd
Vice President of Operations
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