



October 22, 2018

Dear Valued Customer:

In order to serve your needs more effectively, Deflecto will soon be launching a new user-friendly customer portal. This portal will allow you to place orders, view orders, track shipments and pay invoices all on a secure, intuitive, easy to use platform. We are currently in testing with this exciting new tool and will be rolling it out over the next few months. Please keep watching for more updates from Deflecto indicating when the portal will be available to you.

Deflecto is also implementing a change to our terms and conditions. Effective with purchase orders received on or after October 22, 2018 Deflecto will be implementing the following terms and conditions:

- 1) **Minimum Order Quantity:** Case Pack – The only exception are items priced in Deflecto’s “dot com” price book.
- 2) ***Prepaid Freight Minimums:**
 - a. Office Products: USD \$500.00 / CDN \$650.00
 - b. Chair Mats Destinations East of Rockies: USD \$500.00 / CDN \$650.00
 - c. Chair Mats Destinations West of Rockies: USD \$750.00 / CDN \$1000.00
 - d. Air Distribution: \$500.00 / CDN \$525.00

***Prepaid freight includes shipping point to destination charges only, lift gate or other optional services are not included.**
- 3) **Handling Fee:** \$8.95 will be added for orders less than \$150.00
- 4) **Credit Card or ACH Payment:** These payment options will be required for all customers with historic annual purchases of less than \$5,000.00

As always, Deflecto will continue to control our costs and deliver the most innovative and highest quality products and service at the most competitive prices to you, our customer.

Thank you for your cooperation and continued support. If you have any questions please feel free to contact your local sales representative.

Sincerely,

A handwritten signature in cursive script that reads "Kenneth Smith" with a small "KS" monogram at the end.

Kenneth Smith
Vice President, Sales

Effective 10/22/18