



Dear Valued Customer,

I wanted to personally reach out regarding the product availability challenges many of you have experienced in recent weeks.

As we transitioned to a new distribution network, we encountered operational disruptions that have impacted our ability to fulfill orders at the level you expect from us. Some orders have shipped later than planned, while certain products have been temporarily unavailable. We know these challenges have created frustration for your teams and your operations, and for that, I am truly sorry.

Please know that our teams are working around the clock across supply chain, manufacturing, customer service, and distribution to stabilize operations and improve product availability. While we are making progress, we also know there is still work to do. Restoring consistency, reliability, and service remains our highest priority.

We understand that dependable supply is critical to your business. We do not take your trust for granted, and we recognize that our recent performance has not reflected the standards you expect from us or that we expect from ourselves.

Your account team will continue to keep you informed and work closely with you on alternative solutions whenever possible. In the meantime, I want to personally thank you for your patience, partnership, and continued confidence in our team.

We value your business and remain committed to earning your trust every day through the products, service, and support you deserve.

Warm regards,

A handwritten signature in black ink, appearing to read 'Lila Wolf', with a long horizontal stroke extending to the right.

Lila Wolf

Vice President, Away From Home