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To All Our Customers,

Thank you, for another prosperous year and allowing Fernco, Inc. to be a part of your piping solutions. We strive to provide the service you have come to expect and in the timely manner you deserve as a loyal customer.

We write to you today to inform you of an extended holiday closure planned for the end of this year. We will utilize this time for implementing a few business system upgrades. Therefore, beginning on the **23<sup>rd</sup> of December** and lasting until the **5<sup>th</sup> of January**, Fernco will be closed during this implementation. This means, Fernco will accept orders up until December 17<sup>th</sup>, and the last day of shipping for standard orders will be December 23<sup>rd</sup>. Orders received after the 17<sup>th</sup> will not be entered until the 5<sup>th</sup> of January, when production resumes. Orders with a delayed shipping date after the 23<sup>rd</sup> will not be entered or shipped until after the 5<sup>th</sup> of January. Emergency orders will be accepted but are defined as Next or Second Day orders and Pick-ups for local customers. We will do our best to handle all emergency orders but reserve the right to refuse an order based on product availability. Fernco will not be responsible for any fines or fees during this period of shutdown.

To summarize:

- Dec. 17<sup>th</sup>** = Last day for standard order entry
- Dec. 23<sup>rd</sup>** = Last standard order shipping day
- Dec. 24<sup>th</sup> -26<sup>th</sup>** = Closed (Holiday Observance)
- Dec. 29<sup>th</sup> & 30<sup>th</sup>** = Emergency Orders only
- Dec. 31<sup>st</sup> – Jan. 2<sup>nd</sup>** = Closed (Holiday Observance)
- Jan. 5<sup>th</sup>** = Full production resumes

We apologize for any inconvenience this may cause and appreciate your patience during this year's holiday season! Thank you, for your support and business as we continue to provide the excellent service you deserve!

Sincerely,

Tom Galsterer  
Executive Vice President of Sales