

To Our Trade Partners:

As you are aware our industry is modifying with the current supply & demand environment. Fortunately, we all participate in an industry that is evolving and has experienced growth in recent years. As forecasted, input costs have increased, and the suppliers have refined their policies to reflect shortened payment terms, and quicker shipping procedures to the dealer network. We can no longer inventory custom orders for the same extended periods as previously accommodated.

To streamline our process, and to serve all our customers, we are formalizing our *sales order and return policy*. Effective August 1, 2021 these policies take effect.

We appreciate that some of these revisions will require changes to the way we do business. However, we believe that these policies represent a balance between what we all need to accomplish within our industry to satisfy an increased value to all customers, including the overall en-user experience.



*The Creative Team*