



4/26/21

Dear Valued Customer,

I hope this email finds you safe and well during these unprecedented times. The purpose of this letter is to give you an update on the current status of lead times and transit times so that you and your purchasing team can take the appropriate steps to ensure the availability of the critical products you need to operate your business.

Spectrim Building Products is facing continued challenges with logistics and the supply chain related to the ongoing COVID-19 crisis. We are experiencing extended transit times, and a significant increase in lost and damaged packages from our LTL providers. Many of our suppliers have been unable to maintain their normal service levels. We have had several key suppliers who have increased their standard lead times temporarily, experienced significant delays and backlogs and/or otherwise modified their normal operations and service level agreements.

In light of all of this, we are suggesting that customers take this current situation into consideration when planning your purchases. We recommend making sure you have adequate supplies of critical items, allowing extra time for delivery, planning ahead wherever possible and reevaluating safety stock levels for regularly purchased items. Blanket orders and orders with future release dates allow us to plan ahead and better manage demand to ensure we have appropriate inventory for your use. If you have any information on demand forecasts please contact your sales or customer service representative and we would be happy to discuss the available options to manage lead times and delivery to meet your requirements.

Hopefully this information will help you to better prepare for any unexpected changes in product lead times and availability. These are stressful and uncertain times and we thank you for your understanding and patience as we navigate the "new normal" and make the required changes to adapt.

Thank you for your business and continued support. We look forward to serving you for years to come!

Best regards,

Michael Andersen, General Manager  
Spectrim Building Products, LLC