



October 30, 2025

Dear Customer,

As a cost-plus manufacturer, the most significant drivers of cost for Heritage's soluble production facility are: Raw Material Ingredient Costs, Packaging Material Costs, Freight, & Foreign Exchange. In this proposed change, the main driver is ingredient costs within the recipe, as, in aggregate, key inputs have rose in cost since the last change in February. Due to our cost-plus nature, we cannot support ingredient costs increases for long, as our pricing is already finely tuned to the costs of creating the product. Costs are evaluated on a semi-annual basis (July and January). This change is in response to ingredient costs we have been incurring since early July, however, we understand how it can be difficult to pass on changes, so we deferred making the increase until now.

If you have any questions or need more information, please do not hesitate to reach out to me at your convenience.

Best regards,

Brian Martell

VP Sales – Heritage Coffee