



Dear Customer

In order to maximize manufacturing efficiencies and in line with consumer preferences Twinings North America has elected to discontinue the sale of 12 count boxes and shift exclusively to 24 count boxes. This move will help us to ensure consistent on-time delivery to your warehouses and retain an acceptable cost per serving.

This change will be effective in August 2025. At that point, we will only be selling these 3 K-Cup items:

1. Earl Grey tea 24 count
2. English Breakfast tea 24 count
3. English Breakfast Decaffeinated 24 count

The increase for these products, effective August 17, 2025

If you have any questions or need further assistance, please do not hesitate to reach out to me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Evans", is positioned below the "Sincerely," text.

Henry Evans
VP, Canada