

Dear Valued Customer,

I am reaching out to inform you of upcoming changes to your Urnex price schedule.

For the past 85 years, Urnex has been synonymous with excellence in coffee equipment cleaning and maintenance. We are proud of our heritage and track record of consistent growth, innovation, quality, and customer service.

Our operating environment has dramatically changed due to the COVID-19 pandemic and subsequent shocks to supply chains. Shifting dynamics in several material supply chains have driven price increases to historic highs, which have negatively impacted finished good costs.

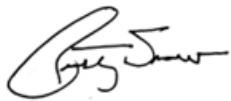
- **Chemical** costs have risen sharply in the past year due to low inventory levels leading up to winter storms that damaged or closed major US refineries, which further constrained supplies that had been already challenged due to the COVID-19 pandemic.
- **Plastic** resins used in our jars, bottles, caps and lids have increased in cost due to low inventories and increased demand from the construction, automotive and home improvement sectors.
- **Corrugate** and carton costs continue to rise due to the surge in global e-commerce and increased demand for recycled corrugate.
- **Freight** costs, including truckload, LTL, parcel, ocean and air have risen due to increased demand and a continued shortage in the number of drivers available.

While we have absorbed the entirety of these cost increases to date – which have ranged from +15% to more than 2x pre-pandemic levels – effective September 15th, 2021, Urnex is implementing price increases across our commercial portfolio. Orders placed before September 15th will be honored at current pricing.

We thank you for your business and hope you understand the necessity for this price increase. We remain committed to providing you and your customers with the highest quality products and customer service. Should you have additional questions, please do not hesitate to reach out to us.

If this e-mail is best intended for someone else within your organization, please direct it to their attention.

Sincerely,



Rusty Snow
President
Urnex Brands, LLC