

April 14, 2021

Dear Valued Customer,

In the past year Wall Industries has worked diligently to be successful in meeting our customers' requirements while navigating the industry wide challenges from the worldwide shortage on many electronic and mechanical components, resulting from the pandemic. The most current market conditions our industry is now facing has caused even more severe extended lead times, and significant component price increases.

**Effective immediately, quotes are no longer valid for 30 days.** All purchase orders received by Wall will not be deemed accepted until the sales team has reviewed and confirmed current lead time and pricing. Date received will be the actual date the PO is received in house by Wall Industries whether it be by email, fax, Fedex or US mail.

**If there are changes in pricing**, customers will be notified by electronic email within five (5) business days of receipt of customer purchase order, and for these orders the customer will have the option to update the purchase order to current pricing or cancel in its entirety without penalty. An accepted order is NC/NR. For **yearly blanket agreement purchase orders** we cannot guarantee pricing will be held due to these unforeseen material shortages and material cost increases, Wall reserves the right to update agreement pricing should material costs increase during the life of the blanket agreement.

This is not a challenge faced by Wall Industries alone, it is a challenge for all industries and manufactures that use electronic components and other related raw materials in production. Please be reassured that Wall Industries management and purchasing team are taking this matter seriously and every day are actively leveraging our long-term relationships with our vendors as best as we can under these circumstances.

We appreciate your understanding of the overall industry wide challenges we are all facing, which are beyond our control.

Sincerely,

Wall Industries Management Team