



Dear Partner,

I think all would agree that 2020 was not only an industry boom but also a tough year. We have had the pleasure to work with you and are looking forward to a great 2021 together. Hopefully, the world will return to a little more normal for us all very soon.

Please be assured that we understand the trust you place in us as your manufacturing partner, and that we are committed to caring for our customers at all times. All of the employees and owners at inSPAration understand the confidence you place in us, and we do not take that responsibility lightly. We have and will continue to work hard to produce the best quality products and the best pricing possible, getting it to you as quickly as possible.

The ongoing covid-19 pandemic continues to create challenges throughout the world's supply chains. The recent weather issues have added even additional strains. At the same time we are experiencing unprecedented demand. 2020 had seen the cost of raw material markets to fluctuate dramatically, with an upturn in pricing overall. This year is even more dramatic. In addition, continued changes in the global economy, increasing labor costs and increased freight and logistics costs continue. We have and continue to use our manufacturing and purchasing strength to try and keep pricing stable for our customers, absorbing costs internally when possible. There are certain cost increases that we must now reflect in our pricing. We will be going into a necessary price increase of 10% on all inSPAration products effective March 1st, 2021.

If you need additional information or have questions, please reach out to myself or our National Sales Director Micah Knott.

Sincerely,

A handwritten signature in black ink that reads "Joe Guy".

Joe Guy
V.P. Sales & Operations
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