

FROM THE DESK OF INGOLF MATTHEE:

Dear Valued Dornbracht Customer,

As most of you recall, we have changed our computer system in April 2012, but are still experiencing its consequences. Although the system itself is working according to plan, it has shown us other inefficiencies in our organization and in our processes, which have delayed our planned recovery significantly.

Therefore, I would like to apologize profoundly for the inconveniences Dornbracht is still causing. We realize the impact this has had on your business and your customers business. We would like to extend our apology to them as well.

If a product is in stock we can accurately confirm and ship it within a short time frame. Please contact our customer service team in advance of an order to make sure the products are in inventory.

The main problem occurs when a product is not in stock. In this case the new system cannot accurately provide due dates because not all processes are working at 100%. Consequently, neither our customer service team in Duluth, GA, nor our counterparts in Germany can give you a reliable date as to when your product will ship.

We have taken a variety of steps to overcome this issue and to improve our organizational and process efficiencies. Additionally, we have added significant capacities to our manufacturing personnel. All these measures are working and in the end they will make us an even better performing organization. However, implementation takes time so it will not be obvious for you to recognize the real progress in terms of information/shipping reliability in the short term.

What is the outlook?

We are progressing week by week and you will see improvements for **new orders** by the end of Q III. However, we are still struggling with our very deep assortment of products, so some articles on **existing orders** will be a problem for a while. Overall you should see Dornbracht getting back on track in Q IV of 2012.

Again, I apologize for the current problems we are causing. We greatly appreciate your understanding and continued support of the Dornbracht brand.

Best regards,

Ingolf D. Matthée
President and CEO

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