

Re: Duravit Holiday and Inventory Schedule 2012

Dear Business Friend,

Thank you for making 2012 another successful year. As the holiday season approaches, we would like to notify you of our office schedule.

In observance of Thanksgiving, we will be closed on Thursday, November 22nd and Friday, November 23rd.

In preparation of year end, we will be closed Wednesday, December 19th through Friday, December 21st for inventory. We will also be closed on Monday, December 24th and Tuesday, December 25th for Christmas. We will resume shipping orders on Tuesday, December 26th, 2012. Please do not hesitate to contact us for assistance planning your orders to accommodate for this important inventory period.

Please be advised that the last day Duravit will accept any returned goods (RGA's) will be December 7th. After that date, we will not be able to receive RGA's for the remainder of 2012.

Also, did you know that Duravit assembles all whirl tubs at our UL-certified North American headquarters location in Atlanta, GA? A fast turn-around manufacturing time is guaranteed and whirl tub options are endless.

Additionally, we are stocking 120 SKUs of furniture, from collections including Darling New, Fogo, Ketho, X-Large, as well as SensoWash, Duravit's shower toilet seat.

Further, we encourage you to continue to use our Web Portal and pro.duravit.us for the most current information on stock, order status, and specifications.

We wish all of you and your families the very best this holiday season. We appreciate your business and look forward to a profitable future with you over the coming years.

Sincerely,

Duravit USA, Inc.

A handwritten signature in black ink that reads "Michelle Yanko".

Michelle Yanko
Customer Service Manager