



December 14, 2012

Dear Villeroy & Boch Customer,

As you are all aware, TOTO USA and Villeroy & Boch have formed a strategic sales alliance. Beginning January 1, 2013, TOTO USA will be the exclusive distributor for Villeroy & Boch branded Bath & Wellness products in the US and Canada.

Villeroy & Boch, as well as TOTO, are very excited about this new cooperation as it will push Villeroy & Boch to new heights with respect to customer service, sales support in the showrooms, as well as demand creation in the construction and renovation market. Through this alliance with TOTO, the Villeroy & Boch brand will be offering you an unprecedented new strength, and an exciting product offering along with both companies' ongoing commitment to the highest levels of product quality and service.

All orders placed through the Villeroy & Boch New Jersey Customer Service Center prior to **December 18, 2012** will be shipped to you directly from Villeroy & Boch USA before December 31, 2012. Afterwards, all orders and shipments will be through the TOTO Master Distributor network. Please contact Ronald, Kurt or myself to guide you towards the right source for you.

With the change of the year, you will see the updated 2013 selection of Villeroy & Boch products in the new Villeroy & Boch catalog, as well as the attached 2013 price list. It includes among others fantastic new products such as mirrors and new furniture colors for Memento and Central Line.

Your purchases of Villeroy & Boch products will be made through a selected network of regional Master Distributors which will stock the Villeroy & Boch items. They will be located closer to you and therefore be able to offer you better logistical service through faster response times and more advantageous freight programs. Customer Service and Technical Support will be through the TOTO facilities which are excellent.

The TOTO Sales Managers and reps will be your key points of contact for Villeroy & Boch. They will be supported by 3 Regional Sales Directors employed by Villeroy & Boch itself to ensure a smooth transition and a quick response to any questions you might have. Attached you will find our contact details. Please do not hesitate to call/mail.

We appreciate your continued business and we look forward to providing you with stylish, sustainable, and eco-conscious products designed to take your business to the next level.

Warm Regards,



**Constantin von Boch**

*National Sales Director USA & Canada*