

Thetford Mines, April 16, 2019

Subject : MEMO CONCERNING PRODUCTION DELAYS

To all our Customers,

In order to be fully open and transparent and to allow you to plan your orders accordingly, we would like to inform you that our production delays are currently increased.

Indeed, due to the high volume of orders this Spring, our production times will now be 3 to 4 weeks. Please refer to the date indicated on each Order Confirmation for more details.

Please note that all Influence Freestanding tubs are not affected with this production delay, we will continue shipping in 5 Business Days.

Rest assured that we are making every effort to restore the situation as soon as possible. You will be notified as soon as the situation returns to normal.

We wish to thank you for your understanding and your valuable collaboration.

Regards,



Marc Dussault and the Oceania Team
President