



California Faucets[®]

From our hands to your home™

April 15, 2021

Dear California Faucets Select Dealer:

As we are encouraged to see some hopeful light at the end of pandemic tunnel, we want to update you on the status of operations at our factory here in Huntington Beach. But first, and foremost, we want to thank each and every one of you for your ongoing business and partnership during these challenging times.

Candidly, if you had told me last summer that we would be on pace for a record year in 2021, I would have politely wondered if you were taking a bit too much advantage of the loosening cannabis laws. And yet, here we are. There appears to be several reasons for this, including the secular trend of more people staying home and spending their discretionary income on home improvement projects, as well as some exciting new product we recently released, and the increasing awareness of our artisan brand within the design community.

In the long term, this is obviously wonderful news. In the short term, however, it is temporarily straining our current capacity. As I noted in my last communication to you, we continue to face some labor challenges due to pandemic-related absenteeism, world-wide supply chain challenges, as well as ongoing delays at the port. I know we are not the only company experiencing this and that these delays are clearly temporary, but they are delays nonetheless. For your reference, here is a recent NKBA survey article:

[click here to be taken to the article.](#)

While we continue to largely deliver within our estimated lead times – which we regularly update as necessary on our website – we are seeing a significant increase in our back log. This has resulted in further lengthening our estimated lead times and/or delays in our previously stated times. We remain very confident that these challenges are temporary, but in the interim we wanted to let you know about it so you can adjust expectations as appropriate.

Bottom line? I am asking for your extra patience and understanding as we work to reduce our backlog while navigating this uniquely

challenging time. With your continued understanding, patience, and support, we look forward to an outstanding year of growth together in 2021.

Stay safe and, as always, on behalf of everyone here at California Faucets, my very best to you.

Kind Regards,

Jeff Silverstein, CEO
California Faucets