



June 8, 2021

To Our Valued Customers,

Delivering exceptional service has always been a top priority for Delta Faucet Company—from pre-sale service, to on-time delivery, to ongoing product support. We have taken numerous steps to improve our service levels over the past year, including expanding our manufacturing and distribution center teams. Although we are currently shipping at all-time high levels, demand for our products is extraordinary and challenges continue to persist throughout the supply chain, including supplier production capacity constraints that are causing backorders to escalate. As a result, our delivery performance is not meeting our expectations or yours.

To gain efficiency and ensure you have more reliable access to product, we have made the difficult decision to prioritize production for strategic collections and/or finishes in all brands and temporarily pause production for all other collections and finishes. This change is effective immediately and impacts all channels. Your local Delta Faucet Company product representative will provide you with a matrix that identifies prioritized products as well as recommended replacements for paused products. The prioritized collections were strategically selected to reflect a range of styles and finishes to meet your customers' needs.

This temporary pause in production is estimated to be in effect until early Q4 2021. During this time frame, we will only accept orders for prioritized products and will continue to manufacture these models. We will not accept new orders or quotes for paused products but will fulfill existing orders. By early Q4 2021, we expect to resume taking orders and producing paused models.

Paused products have been temporarily removed from our electronic price files. Updated electronic price files will be available by Friday, June 11 through your local Delta Faucet Company product sales representative and will be posted in the Professionals areas on our websites.

We appreciate your ongoing support of Delta Faucet Company and our efforts to improve delivery performance. Our team is confident this temporary pause in production will help us improve service levels with our partners throughout the supply chain and distribution network, while ensuring you have a broad assortment of market-leading designs and finishes to meet demand. You can direct your customers to these products with confidence, knowing that we are prioritizing them for you.

Please contact your local Delta Faucet Company product sales representative with any questions. Your representative will inform you when new orders can be placed and production resumes for paused products.

Sincerely,

A handwritten signature in black ink that reads "Jon Dartt".

Jon Dartt
Vice President, Trade