

Date: 12/14/2021
To: All Palmer Industries Customers
From: Jeff Nelson

Subject: Lead Time Update

Thanks to loyal clients like you, Palmer Industries is known worldwide for the unmatched excellence of its vanity sink legs and architectural shelving. That reputation, combined with the surge in homebuilding and home renovations since the onset of the pandemic, has created unprecedented demand for our products. Order entry is up more than 30% in 2021! We are very grateful to be in such a position.

This incredible increase in demand has created a bottleneck in our finishing department and this is pushing out our lead times on selected products; Satin Brass Lacquered and our Aged Brass Finishes, some by as much as 20 weeks or more. This is a very fluid situation, and it is becoming more and more difficult to provide accurate dates given the custom nature of our very specific type of manufacturing.

Because of this, we are re-dating some previously scheduled orders, which will result in longer lead times. We understand how challenging extended lead times can be for you. We share in your frustration and apologize if we have caused inconvenience. For many clients, we have been able to find alternative products and/or finishes that can meet their satisfaction with a faster turnaround. For instance, instead of Aged Brass many clients are opting for Unlacquered Polished Brass because it will become Aged Brass as it eventually patinas. Please let your Palmer Industries representative know if you'd like to explore such options.

As you should expect, we are doing everything possible to fulfill your orders. We are addressing this temporary issue by:

- Investing in new, state-of-the-art technology and equipment to accelerate our production capabilities without sacrificing the quality we are known for.
- Hiring and training new employees who can master the artisanal skills required to meet our Old-World craftsmanship standards. This step in our manufacturing is the most crucial and the most time consuming. It takes months to train a new member of the team on our techniques to the point they can independently contribute to the process.
- Expanding our manufacturing space to increase capacity.

I am confident that we will resolve these temporary lead time issues in 2022. In the meantime, you can count on us to improve our communication and to deliver the information that you need to better schedule your projects and manage customer expectations.

In conclusion, you can rest assured that, even though it may take much longer to receive your order, it will be made with the same attention to exquisite detail that Palmer Industries has become known for throughout our Industry.

Thank you for your continued support and patience during these extraordinary times.

Best regards,

Jeff Nelson CEO, Palmer Industries Inc.