

June 13, 2024

Dear Valued Customers,

As you may be aware, the recent Red Sea shipping crisis has caused disruptions in the global supply chain. Unfortunately, this situation has impacted some of our shipments from Asia, which had to be re-routed. The affected families are Cuvee, Formera, and Stellar.

We estimate delays of 4 to 6 weeks for select products in route. Our dedicated Supply Chain team is actively working to update Purchase Order lead times based on the most current information available. We apologize for any inconvenience this delay may cause and appreciate your patience during these challenging times.

To mitigate further delays, we have implemented the following measures:

- All shipments to North America will follow an alternate route
- We are securing shipping spots well in advance to ensure smoother and timelier deliveries

We value your business and remain committed to providing the best service possible. If you have any questions or need assistance, please don't hesitate to reach out to your Customer Service Representative.

Best Regards,



Diana Windsor
Sr. VP of Sales, North America