

Thursday 17 April 2025

## Subject: A Personal Note of Apology and Commitment

Dear AGA Customer,

First and foremost, thank you—sincerely—for choosing an AGA Elise or Mercury range for your home or project. We know your kitchen is the heart of your home, and we're honored you selected one of our ranges to be part of it.

We're reaching out with deep regret to let you know that an unexpected supply chain disruption impacts your dual fuel range. A key component supplier recently filed for bankruptcy, which has directly delayed the production of our dual fuel units. While we acted quickly to engage a new supplier, we are still working through the resulting delays, and unfortunately, this has impacted your order.

We understand how frustrating and disappointing this news is. Please accept our heartfelt apology for the inconvenience and disruption this has caused. You've been incredibly patient, and we are truly grateful. Ranges will begin to ship in late May, and we anticipate having all backorders in stock by early July. While still disappointing, please know that we are committed to making this right. Our US team would welcome the opportunity to speak with you personally and explore a variety of solutions tailored to your needs. These may include:

**Transitioning to an induction model**, with no additional cost to you—including a complimentary induction-compliant cookware set.

**Exploring alternative product options**, such as comparable models from the Viking brand.

Or, if you prefer to wait, **discussing a goodwill gesture** for your continued patience and loyalty.

Whatever path you choose, we want to make sure it feels right for you and your kitchen. Please reach out to us via email or phone as below. We're here, ready to listen and help.

<https://www.agarangeusa.com/support> or [aga@middlebyresidential.com](mailto:aga@middlebyresidential.com)

Thank you again for your patience, your trust, and for allowing us the opportunity to make things right.

Warm regards,



**Dominic Worsley**  
Managing Director, AGA Rangemaster



**Anne Puricelli**  
President, Middleby Residential