

From the Desk of Jon Spector

Sent: Thursday, January 21, 2010 10:57 AM

Subject: Dornbracht now registering All Non-Core Assortment Orders!!!!

Importance: High

Dear Valued Customer,

We are pleased to announce that Dornbracht is now registering orders for non-core assortment product (which includes all .06 platinum matte product as well as floor mounted roughs and trim). Although we do not have ship date information at this time, we will allow you to send us the order and register it with us. Once we know the estimated ship date, we will officially 'accept' the order 10 weeks prior to this estimated shipping date. This means we are now able to receive orders for ALL Dornbracht product.

The process will work as follows:

1. The Dealer sends a purchase order to Dornbracht Americas via fax or e-mail. The order must be split between products that are currently available in the core assortment and product that can only be registered at this time. We cannot accept orders that have a mix of core assortment and non-core assortment product – they must be separate.
2. Dornbracht Americas will send the dealer an acknowledgement that shows we have 'registered' the order. This acknowledgement will not have any shipping information. This communication only confirms that we have received and are holding the order.
3. 10 Weeks prior to the product shipping, we will officially 'accept' the order into our system and will send the dealer another confirmation stating the ship date.

There is no need to call to check on a Purchase Order that is sent to Dornbracht Americas for non-core assortment product. 10 weeks prior to the product being available you will be sent an order confirmation with a ship date shown. Also, we are only taking orders for non-core product that is to be used to fill customer orders; we are not allowing stock orders at this time.

Currently our plan is to start shipping a selection of our non-core .06 platinum matte product starting in early to mid-April. Our schedule is currently that we will be back to shipping 100% of our product line in all finishes early 3rd quarter, 2010. We will continue to inform you with the most up to date information on shipping schedules through our Operational Letters and Podcasts from Andreas Dornbracht.

Thank you again for all your patience and support while we recover from the fire event last July. Our goal is to quickly return to all of your Dornbracht product orders.

Best Regards,

Jon