

30th January 2023

Dear Customer

Subject: Product price increase

Thank you for your continued business with us.

I am sure you are all aware that the price of crude oil and associated plastic products continues to rise. Unfortunately, however, the war situation in Ukraine shows no sign of improvement, and the associated surge inflation is a fear for us manufacturers.

Up until now, we have tried to cover the rising costs as much as possible, but the skyrocketing costs are rising faster than we could have imagined, and we have determined that there is no possibility of improvement in the future.

We have not been able to resist such aggressive market forces and as from 1st April 2023 we will have to increase in price for a flat 10%.

We fully understand that this is highly unwelcome news, especially since so many other products and commodities are rising at similar rates. However, as a business, we sincerely apologize that we had to take this step to maintain product supply and service levels to your company.

Once again, we ask for your continued invaluable support during this incredibly difficult and disruptive time.

Our operation representative will contact you as soon as the prices are confirmed.

Yours faithfully



Professor Martin Levermore
Chief Executive