

Dear Nuance Partners,

I hope that this letter finds you and your family safe and sound. At Nuance, our efforts have been focused on safely getting as much product out the door as possible. We have working 2 shifts a day and weekends to keep up with demand!

Our procurement department has done an excellent job of securing the needed raw materials and packaging to fulfill your orders. Despite these efforts, supplies are tight systemwide on items such as quart bottles, sprayers, and caps. Please be sure to inform your customers to save and re-use their sprayers and quart bottles.

Due to supply chain shortages for packaging, we have made several additional SKU's available to help meet your needs. NuBlend Nemesis is now offered in skid quantities of the following sizes:

<u>ITEM #</u>	<u>PACKAGING SIZE</u>	<u>MIN QTY</u>
7077ABS030	12x1 QT CS W/ 1 SPRAYER	55 CS
7077ABS040	4x1 GL CS (Natural Round)	36 CS
7077ABS550	55 GL DR	4 DR
7077ABS610	275 GL TOTE	1 TOTE

Offering these new sizes will help us to provide shorter lead times and more reliable sources of packaging.

In addition to these new sizes we are also implementing a Cancellation Policy which will be added to all order acknowledgements. We are implementing this policy because we are limiting the sale of disinfectants to our current loyal customer base. In so doing, we are turning away other companies seeking these products to ensure you have adequate supply.

Cancellation Policy

Orders of 55 cases of quarts, 36 4x1's, 4x55 or 1x275 cannot be cancelled after 2 weeks of order date and cannot be returned once shipped.

Thank you for your loyal support. We look forward to seeing you again soon face to face.

Regards,

Matt Ahrens
VP Industrial Sales
Nuance Solutions

P.S. Please remind your customers to save and re-use their sprayers and bottles!