



December 21, 2020

**Dear Comfortex Dealer Partner,**

The year of 2020 will be remembered as one of the most challenging in U.S. history. The pandemic has forced all of us to change the way we live our lives and manage our businesses.

Due to unprecedented surges in online shopping and increased logistics costs, major freight carriers such as FedEx and UPS have experienced dramatic surges in delivery volumes. These carriers have responded by instituting rate increases, oversized shipment surcharges, and package volume quotas.

For perspective, surcharge increases from our freight carriers generally occur once or twice in a typical year. This year has seen one of our major carriers announce three new surcharges in the past six months alone. We have felt the most impact in two categories in particular – boxes that are over 48 inches and, to an even greater extent, with boxes over 96 inches.

As a result, Comfortex will be adjusting some aspects of our current freight policies **effective January 18, 2021**. Besides these adjustments, all other aspects of our freight policies will remain intact.

### **Fabricated Shades/Blinds**

The transportation surcharge will be increased by \$1.00 per unit to \$8.00 per unit and the maximum surcharge will be eliminated. This surcharge will be added to all fabricated product orders shipping within the Continental U.S. with a minimum charge of \$25 per order (no change to the current policy). The applicable fee will be the higher figure of the “per unit” charge and the minimum charge. For example, if

you order four shades under 90" in width, you will be charged a total of \$32 for shipping (4 units x \$8 per unit). If you order two shades, you will be charged a total of \$25 for shipping (\$25 minimum cost).

### **Oversized Shipments**

The blind/shade width that is determined to be oversized will be reduced from 96" to 90". This change is due to increased carrier surcharges and takes into account the additional box width created by packaging. In addition to the \$8 transportation surcharge per unit, a \$50 per unit Common Carrier surcharge will continue to be added to all oversized fabricated products shipping within the Continental U.S., including shades/blinds, Vertical Sheer Shadings, Ovation Cellular Sliders, Panel Track systems, valances, vane packs, individual vanes, tracks, and cut yardage orders. Oversized products will continue to have a minimum charge of \$80 per order.

If you have any questions, I encourage you to please contact me or your Business Development Manager directly. Thank you for your support and your business.

Sincere Regards,

A handwritten signature in black ink that reads "John C. Fitzgerald". The signature is fluid and cursive, with the first name "John" being the most prominent.

John Fitzgerald  
Executive Vice President  
Comfortex Window Fashions