



Dear Valued Partner,

When you purchase products from Detex, you expect to have those products when you require them. Like you, we know how it feels when vendor delays prevent us from keeping our commitments. We want to work with you to limit this as much as possible.

Obviously, COVID-19 has had many major impacts on businesses. The global metal supply is one of our latest challenges. The shortage of raw materials is now impacting our operations and possibly yours. Our suppliers are reporting that this availability issue will continue into the second quarter of 2022. To deal with this, we are establishing more partnerships with metal suppliers and are increasing the quantities purchased when available. If your orders are going to be delayed, we will keep you informed so you can plan accordingly.

Another challenge is that some of our outside service vendors are struggling to keep their promised lead times and committed dates.

To help mitigate these challenges, we have implemented several practices that will help us deliver your orders to you on time. These include:

- COVID-19 policies that have been working effectively to keep our team members healthy and our internal operations on-time.
- Frequent follow-up with outside service vendors and preference for those providing an on-time delivery.
- Increased lead times of 10-14 weeks (or more) to offset uncontrollable events.
- Encouraging customers to place orders as early as possible.

Despite the volatility of material availability and pricing, we will honor existing quotes as much as possible. We ask that you work with us and stay in close contact with your Sales Representative during these months of instability. And please help us get you your products on time by providing us the longest lead time possible.

Thank you for your understanding and continued partnership. We are doing our best for you.

Sincerely,
Detex Corporation
830-629-2900