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March 11, 2020

Dear Valued Customers,

As concern regarding Coronavirus (COVID-19) continues, we wanted to update you on the steps we are taking to meet the recent surge in demand in products.

Over the last few weeks we have experienced an unprecedented number of orders across several product segments. In response we are taking internal measures to increase our inventory levels and start allocating supply to the best of our ability to our current customers.

During this time of extraordinary demand Cole will maintain our Right of Refusal in accepting returns and cancelations of orders until market conditions level. Cole has also implemented a 25% re-stocking fee on approved returns. We would ask that you please review your orders carefully to ensure appropriate levels for your business are placed.

We appreciate your continued support as we work thru this historic event.

Sincerely,

A handwritten signature in blue ink, appearing to read "N.R. DuFault, Jr.".

Norm DuFault, Jr.
Senior Vice President