



1300 38<sup>th</sup> St NW  
PO Box 2967  
Fargo, ND 58108-2967  
(701) 282-5311  
Fax: (701) 282-5513



August 31, 2021

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 of 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 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 inventory levels for your business are placed.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Brian Haugen".

Brian Haugen  
CFO/COO