



March 19, 2025

Dear Valued Customer,

We hope this message finds you well.

As part of our commitment to providing you with the highest quality products and services, we want to inform you of a modest price adjustment of 4.5%, effective May 1st, 2025.

This change is driven by rising material costs and fluctuations in exchange rates, which have impacted our overall operating expenses. While we have worked hard to keep costs as stable as possible, this adjustment will help us continue delivering the level of quality and service that you expect from us.

We truly value your business and appreciate your understanding as we navigate these challenges.

Should you have any questions or need further information, please don't hesitate to reach out to our customer service team.

Thank you for your continued support – we look forward to serving you for many years to come!

Best regards,



Robin Drummond  
President & CEO