

Thursday, December 2, 2021

Dear Customer,

Please find the attached BUNNserve Service Rates effective 1/1/22. While we continue to maintain current and explore new cost control measures, we've experienced increases in labor, travel, material and freight that make it necessary to implement price adjustments.

Flat Rates

We've made modest increases to our Flat Rate Pricing that average ~3.5% across all service types and product lines. Flat Rate Travel Zones by Zip Code have also been updated. In an effort to consolidate our pricing documents, we've included the B2C Flat Rate Pricing that became effective on 11/1/21 in this file. There are no changes to the B2C Rates that became effective on 11/1. The changes effective on 1/1/22 are limited to the "Non B2C Flat Rates" and "Flat Rates Travel Zones" tabs of the attached file.

Time and Material Rates

Our Time and Material Rates are unchanged; however, we are implementing a \$10/work order service surcharge. It is our intent that this surcharge be temporary and will be eliminated when fuel and other costs normalize. The surcharge will appear as a separate line item on service invoices and only applies to services invoiced at Time and Material Rates.

Thank you for your continued loyalty to BUNN and BUNNserve products. We appreciate and value your partnership.

Sincerely,

Steve Emmons

Steve Emmons
Senior Director, Managed Services