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July 21, 2021

Dear HFA Customers,

As you know the industry continues to encounter supply chain interruptions fueled by metal and pallet supply constraints, tight logistic capacity, and labor related challenges. Due to the extraordinary pressures being applied throughout the supply chain we will no longer be accepting fines related to bad pallets, late order deliveries, or other shipment related fines. We ask that you maintain safety stock on critical items where possible and anticipate that potential delays may arise.

Please recognize we are doing our best to minimize the overall impact of these extraordinary circumstances but ask that you plan accordingly. All reporting suggests this environment will extend through the duration of 2021.

Your continued support of HFA, Inc products is appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brad Sarnoff', is positioned below the word 'Sincerely,'.

Brad Sarnoff
President