



Dear Valued Customer,

The uncertainty resulting from the advent of COVID-19 is creating extraordinary operating conditions across our industry and we at Novolex are taking steps to ensure the well-being of our employees, our customers and the valued members of our supply chain.

Novolex has been determined by the Department of Homeland Security to be 'Critical Infrastructure' for the food and agriculture supply chain. As such our plants, warehouses and offices are expected to remain open despite shelter in place orders.

To better support all the members of our supply chain and to better support the availability of product we will be instituting new policies to manage growth and fill rates across our customers. Effective immediately we will be instituting the following policies regarding orders and returns:

- Orders not cancelled prior to three (3) business days of their requested receipt date will be delivered and charged in full;
- All rejected orders turned away from our customer's dock will be subject to charges of all outbound and return freight in addition to a 20% restocking fee;
- Until further notice, we will not be accepting any non-quality related returns, and;
- For Custom or Make-To-Order orders, if materials were purchased especially for your order and we did not receive sufficient notice of your cancellation to cancel our purchase, we will hold those materials for thirty (30) days and if a replacement order is not placed within thirty (30), we will bill you for those special materials.

We encourage you to work with your Novolex sales representative to support available inventory and capacity to support demand increases for any particular item.

Please reach out to your sales contact or our customer service team with any questions or changes you would like to make.

Sincerely,

Paul Frantz
Chief Commercial Officer

Novolex™ Holdings, LLC, 101 East Carolina Avenue, Hartsville, South Carolina 29550

Our
Brands

