

VALUED CUSTOMER – ADVANCED NOTICE DATED 01/07/2024

Price and Freight Adjustment – Effective Monday 02/09/2024

Dear valued customer,

The costs of doing business, freight, products and services continue to increase, especially in the last 12 months. Unfortunately, we can no longer continue to absorb these increases so we find it necessary to announce a price adjustment effective **Monday 2nd September, 2024**.

Accordingly, we have decided to apply a **5.3% increase** across our full range of items. However, a small number of items will increase more than 5% due to higher local supplier price increases.

As many of you know, Total Hardware have had a **price hold** strategy in place to support our customers during tougher times whilst others continued to increase their prices at least once and sometimes twice per annum during this period. In fact, by September 2024 most of our items will see a price increase for the first time in almost 2 years and the remainder of items 2 ½ years.

Our freight costs have not been immune to a variety of cost and surcharge increases since our last adjustment 2 ½ years ago so we find it necessary to pass some of these costs on by increasing our **satchel per order charges by \$6.00** and our **carton per order charges by \$2.00 to \$6.00** depending on your freight zone. Please note that our pallet per order, skid per order and length delivery surcharge for items 1500mm or longer will remain unchanged.

Total Hardware are committed to staying competitive and only increase prices when we have to, as we continue to strive to be *Australia's Window & Door Hardware Store*.

May we take this opportunity to thank you for your continued support and wish you and your staff all the best for the upcoming season as we face the various cost of living challenges together.

Kind regards,

David Bownds
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