

21st February 2024

Dear Customer,

Late last year we increased our FIS minimum order value from \$350.00 to \$500.00 in response to increasing domestic freight costs.

In the current climate, with a slowing of foot traffic and tighter customer spending at the register, this decision has made it more difficult to do business with Spear & Jackson (Aust).

While our freight costs remain high, we recognise some customers are facing real difficulties and we wish to do what we can in support.

As such I am reversing my decision and revising our minimum order value back to \$350.00 until we all face better economic conditions.

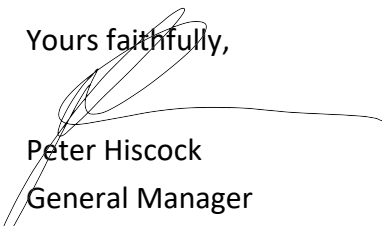
To help us offset increased freight costs we only ask, where you can place a larger order, or place orders less frequently of higher value, this will help us reduce freight, particularly long handled digging & gardening tools.

MOVs are not cumulative, any purchase order for Spear & Jackson, Eclipse Tools & Moore & Wright will only be \$350.00. If you need only to purchase Moore & Wright alone, the MOV is \$200.00

In respect of backorders, we will hold backorders of small value until your next order. We will be flexible with urgent orders and our sales teams will work with you to manage back orders.

We appreciate your business and the difficulties being felt and look forward to easier conditions.

Yours faithfully,



Peter Hiscock
General Manager