



December 2021

To our Valued Customers:

The purpose of this letter is to:

1. Announce a price change that will be taking effect in early 2022.
 2. Remind you of the fees associated with detention charges incurred as a result of not being able to deliver and unload product at a scheduled appointment time.
 3. Explain the proper procedure to report damaged product.
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1. Due to current the market conditions which continue to increase the price of raw materials, packaging, and shipping, we now find it necessary to adjust our prices to be more in line with what our costs actually are. We will therefore be implementing a price increase which will take effect on February 1, 2021. A price list with the new prices is included with this letter.

We are announcing these changes now, in order to give you sufficient time to communicate with your customers and make the necessary internal system changes. Orders received after January 31, 2022 without the correct pricing will be refused and returned to the customer for correction.

If you require additional paperwork for these new prices to be correctly entered into your pricing system, please send whatever forms necessary to Fry Krisp as soon as you can. They will be completed and returned to you promptly.

2. Over the last several months we have seen a significant increase in the number of additional charges we are receiving from the Trucking companies we use to deliver product to you. Unfortunately, it is becoming more common for our drivers to arrive at their scheduled delivery times, only to be told that their wait to unload will be longer than 20 minutes. Having to wait longer than 20 minutes past a scheduled receiving appointment can result in that Driver being late for subsequent delivery appointments. Unfortunately, this often results in our 3rd party Trucking company billing Fry Krisp for:
 - Having to wait more than 20 minutes after a scheduled delivery appointment to begin unloading. We are billed for every 15 minutes past a 20-minute wait.
 - Overnight holding fees if driver is unable to wait more than 20 minutes past a scheduled delivery time and must leave without delivering product
 - Re-delivery fees if another receiving appointment is required to deliver product

Effective immediately, if a Distributor etc. requires a delivery appointment and Fry Krisp is billed for any of the infractions listed above, Fry Krisp will be billing that Distributor/company for whatever charges we receive. Additionally, costs associated with limited access, lift gate charges, and lumber fees, are the responsibility of the customer purchasing Fry Krisp products.

3. Finally, Fry Krisp makes every effort to make sure that the product you order arrives at your dock intact and ready to sell. You can be assured that when product leaves our facility it is undamaged. It is stacked and loaded in a way to avoid any damage in transit.

Should you receive any product that arrives at your warehouse that is damaged, please make sure that whomever is receiving the product notes any product damage etc. on the Bill of Lading and that Fry Krisp is notified as soon as possible. (DAMAGES NEED TO BE NOTED AND SIGNED BY YOUR RECEIVING PERSONNEL AND THE DELIVERY TRUCK DRIVER). Without documentation and notification being provided in a timely manner, we are unable to accurately verify when the damage occurred and therefore may be unable to reimburse you.

If you have any questions, please feel free to contact us. Our contact information is listed below.

Thank you for your continued support.

Sincerely,



Stephen Artz
President & Owner

Cheryl L. Czura
Cheryl L. Czura
Sales Manager



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