



## To Our Valued Customers

First and foremost, we do apologize for any inconvenience you may have experienced recently. Let me assure you that they are a result of changes that, ultimately, will be better for everyone involved. It remains our goal to meet all of our customers needs in a timely manner, the new structure of the company as well as the new methods of operation we are putting in place will greatly increase our ability to service your needs.

As we have indicated in previous letters, as well as on our website, the Tektube online ordering/inventory system is down. We are expecting periodic outages until the move is complete, currently scheduled (and still on schedule) for January 2008. In order to guarantee that you receive product in a timeframe suitable to your production schedules when ordering you should account for a **TWO WEEK** production lead time as well as the appropriate **TRANSIT TIME** from the east coast to your location. Additionally, please keep in mind that in order to maximize your savings, you should be ordering in **FULL SKID** quantities only. Partial skid orders can be filled, but they will incur a 20% handling fee.

Tek Tube will have a limited amount of material stocked in full skid quantities in warehouses located strategically throughout the US. This "emergency stock" will allow us to ship to most places within 48 hours of a need arising. Historically the types of situations that would cause us to release this material include unexpected orders, changes in production planning, or inventory generated emergencies, just to name a few. Maintaining this additional material will allow us to continue providing fast, reliable service, while still managing costs.

All orders can be emailed ([cmoore@vinylcompounds.com](mailto:cmoore@vinylcompounds.com)) or faxed (215-781-3295) you should receive confirmation within one business day. If you do not get this confirmation call us immediately to assure that your order has been received and accepted. Additionally, due to the upcoming holiday season, as well as the potential for winter weather, we suggest that you order your requirements through year end.

Sincerely,  
Nick Lynch

