



Dear Valued Customer,

We hope this message finds you well, and we sincerely appreciate the continued trust you place in ZeptoMetrix.

We are writing to inform you that there has been a price adjustment driven by sustained increases in operating costs across multiple areas of our business. While ZeptoMetrix designs and manufactures our products in-house, we continue to experience rising costs related to supply chain, specialized components, packaging, logistics, and utilities, as well as broader inflationary pressures affecting manufacturing and distribution.

In the current environment, we are particularly experiencing significant increase in costs across:

- **Transportation:** Higher diesel and fuel prices affecting freight and cold-chain distribution
- **Raw Materials and Packaging:** An array of raw materials used in our products and packaging are petroleum-based or require energy-intensive processing
- **Utilities:** Energy representing electricity and natural gas

We recognize the impact that pricing changes may have on your organization. Before making this decision, we have implemented extensive measures to minimize the effect on our customers, including:

- **Operational Efficiency:** Optimizing manufacturing and logistics processes to reduce waste while prioritizing and maintaining supply and product quality
- **Freight Optimization:** Consolidating shipments and leveraging logistics partnerships to reduce transportation costs
- **Cost Absorption:** Absorbing a portion of these increases internally

Despite these efforts, a price adjustment is necessary to maintain the quality, reliability, and availability of products and services you expect from ZeptoMetrix.

We will continue to monitor market conditions closely and pursue opportunities to improve efficiency while minimizing future impacts.

If you have any questions or would like to discuss how these changes may affect your organization, please do not hesitate to contact your ZeptoMetrix representative.

Thank you for your understanding and continued partnership.

Sincerely,

A handwritten signature in black ink that reads "Mike Harkins".

Mike Harkins
Vice President / General Manager
ZeptoMetrix