



March 25, 2021

Dear Valued Customer

As part of the Glen Dimplex Americas (GDAM) SAP transition, we have taken the opportunity to implement several improvements that will streamline our organization and allow us to deliver an industry leading customer experience. Following is a summary of changes that will become effective July 5, 2021:

As we continue our preparations for the SAP transition, we are aligning our organizational structure to support both our US and Canadian business. If needed, we will work with you to update our contracts and agreements to the new business entity names. We want to ensure we have the correct business contacts within your organization. ***Please update your contact information by visiting www.cadetheat.com/update-contacts by April 15, 2021.***

For those customers interfacing with GDAM via EDI, we will be consolidating these interfaces with new service partners. EDI interfaces will be managed through True Commerce. Someone on the EDI solutions team will be reaching out to work through this interface change in the coming month. There are other changes we would like to make you aware of, such as:

- General re-formatting of layouts of forms such as invoice, order confirmation and RMA's
- Credit notes will reflect a positive value, consistent with SAP best practice
- Standardized Incoterms freight terminology
- Return Material Authorization will expire in 45 days
- Standardization of payment, freight, and rebate terms.

As previously communicated, there will be a blackout period to support the SAP transition. Please note the new dates of June 19th – July 2nd when orders will not be taken, and our warehouses will be closed so no shipments or appointments for return deliveries will be made. We will provide further information on key transition dates as we approach our cutover date.

I would like to assure our customers that our focus continues to be on maintaining a customer centric organization and we will do our utmost to ensure minimal disruption as we strive to bring Glen Dimplex Americas to a world class level operation. Your GDAM contact will be in touch over the coming weeks to set up time to talk you through the changes outlined in detail and answer any questions you may have.

Thank you for your continued business and support of our goal to provide the best possible service to you as our customer.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Andres Castro".

Andres Castro
Vice President Sales