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18 January 2021

RE: COOL LADIES PRICE INCREASE FOR 2021

Dear Customer,

We would like to take this opportunity to thank you for your continued business and support for 2020.

This letter serves notice that Cool Ladies Airconditioners Pty Ltd will implement a price increase of an average of 10% from the 1st of February 2021.

There are 4 main drivers that have impacted this decision:-

1. Increased manufacturing cost of $\pm 8\%$
2. Domestic inflationary effects of around $\pm 6\%$
3. Steel and other raw material increased by $\pm 12\%$
4. Freight & Forwarding cost increased by $\pm 190\%$

We have tried to keep this increase to a bare minimal and absorbed cost where possible as not to affect our quality and service.

Should you have any further questions in this regard, please feel free to contact Hennie Hattingh (Director)

Assuring you of our best intentions.

Yours Sincerely,

Hennie Hattingh
Director
Cool Ladies Airconditioners Pty Ltd
pp. Laurette Hattingh