



Hansol America, Inc.

400 Kerby Street, 6th Floor

Fort Lee, New Jersey 07024

TEL: (201) 461-6661 FAX: (201) 461-7549

November 9th, 2021

Dear Valued Customer,

The port congestion in the U.S., which began earlier this year and reached a very serious status in July, has become even worse in November as US retailers rush to secure imported goods for the holiday season.

Today 174 ships are waiting at the Long Beach and Los Angeles ports for a berthing schedule. It has gotten to the point where the shipping companies are no longer providing confirmed schedules.

Hansol has been working hard to respond to our customers' need during this very difficult time. We are paying a considerable amount of a premium in shipping costs to deliver products in a timely manner.

However, beginning November 1, we started receiving delay notices for most all of our November arrival shipments. Unfortunately, delays of a couple of weeks, possibly more, are expected. As of now, it appears deliveries beginning December 1st will be disrupted. We will provide updates as best we can, but are at the mercy of the shipping lines' schedules.

We are very sorry and apologize in advance for this unfortunate incident. Your sales representative will contact you with information/updates as it pertains to your orders.

We highly value the business relationship we have built together and with your help, we will do our best to get through this situation together.

Best regards,

A handwritten signature in black ink, appearing to read 'Steve Han', written in a cursive style.

Steve Han

President

Hansol America, Inc.