



RATE CHANGE ANNOUNCEMENT – EFFECTIVE APRIL 4, 2023

WHAT PRICES ARE CHANGING?

Almost all of our rates will see a change. Many will increase, some will stay the same, and some will actually decrease. See the attached rate sheet for a full list of changes.

NEW CHARGE

A new charge has been added to our rate sheet called Manual Receiving.

This charge will be applied to any shipment 1) sent from an Amazon warehouse to us and 2) sent to us without an inbound order or without Seller Shipping branded carton labels which are provided to you at no charge upon creating an inbound order in our system.

We have found that a significant amount of time in the warehouse is spent manually checking in products that meet the above criteria. This new charge is being introduced to continue providing expedited service and efficient handling of your products.

WHY IS THIS HAPPENING?

We know rate increases impact your business directly so these changes have been made with a great deal of care and attention.

Significant research and analysis went into determining the appropriate rates. Not only did we examine our own operations, we looked at other publicly available 3PL rates to ensure the prices we charge are both fair and competitive.

We are committed to only changing our rates when warranted, and this is one of those times. Aside from introducing loose carton handling fees in 2021, we have not increased nor changed our rates since opening our doors.

The past couple years have been challenging in the United States economy from supply chain disruptions and COVID to significant inflation impacting nearly every expense our business incurs. According to <https://www.officialdata.org/> in just the 3 years since opening our doors in 2020, inflation has eroded the purchasing power of one dollar by 15%. To maintain efficient service and continue bringing value to your business, it is necessary to adjust our rates.

The new rates will take effect on April 4, 2023 and you will first see this reflected on your invoice received on or after May 4, 2023.

I am personally available to answer any questions or concerns you may have about this rate change. Your business matters to me and we are here to support you.

Our family-owned and operated team truly appreciates your partnership and we look forward to many more years of serving your warehouse and shipping needs!

A handwritten signature in black ink that reads "Nick Custenborder". The signature is written in a cursive, slightly slanted style.

Nick Custenborder
Co-Founder