



July 27, 2021

Dear Valued Customers:

As widely reported, many raw materials that are needed to produce construction products are in short supply, under allocation, and in some cases, force majeure. We have been diligently working to maintain inventory levels not only to satisfy orders you have placed, but to anticipate short term future demand. As partners in expansion joint supply and installation, we may need to make decisions together on providing alternative products and accessories for a few products moving forward.

Our staff will contact you to discuss options of 1. Shipping affected products with alternative materials or 2. decide together to wait until such time as we can fulfill your order with our primary materials. Please note, we have confidence in the alternative materials we have chosen, and we will stand behind warranties per our written terms and conditions located on our website.

Due to the extreme circumstances we are all currently facing, we are offering an alternative to meet project scheduling demands. We will accept the responsibility for supplying alternative materials for a select few products and are being open and transparent through this communication in doing so. If strict adherence to a specification is demanded, we cannot accept any claims for delays and damages of any kind if this situation is to arise.

Watson Bowman Acme has been supplying responsible solutions for many years, and we proudly stand behind this claim. If you have questions regarding the information contained above, please do not hesitate to contact me at your convenience.

Regards,

A handwritten signature in black ink, appearing to read "Gary Moore", is positioned below the "Regards," text.

Gary Moore, P.E.
Vice President