

Tuesday, March 31, 2026

Re: Important Update: Freight Surcharge and Product Pricing Adjustment

Dear valued customer,

We are writing to inform you of important updates to our freight and pricing structure as a result of ongoing global market conditions.

Over recent months, the escalation of the Middle East conflict has created significant disruption across global energy and supply chains. This has resulted in sharp increases in fuel prices and heightened volatility in both domestic and international freight markets. As outlined broadly across the industry, these cost pressures are immediate and substantial, and can no longer be absorbed without impacting service levels.

Freight Surcharge – Effective Immediately

To partially recover these increased costs, a **temporary freight surcharge of 0.85%** will be applied to all deliveries effective immediately.

Key details:

- The surcharge will apply to all delivered orders and will be shown as a separate line item.
- This surcharge will be **reviewed weekly** and adjusted in line with the current volatile fuel and freight market.

These measures are necessary to ensure we can continue to provide reliable service and maintain supply continuity during this period.

Upcoming Product Price Increase – 30 Days' Notice

In addition to freight impacts, we are also experiencing sustained increases in underlying product costs. As a result, we are providing **30 days' notice of an upcoming product price increase**, effective **1st May 2026** we will be applying a following average price increase:

- Unistrut: 5%
- Flexicon: 3%-5% depending on the product range

The key drivers behind these increases include:

- Increased **domestic inbound freight surcharges**
- Rising **international freight and ESG-related costs**
- **Raw material and Labour increases,**

We are actively managing these changes and working closely with our suppliers to minimise the impact wherever possible.

Our Commitment

We remain committed to transparency, continuity of supply, and maintaining the level of service you expect from us. These actions are necessary to navigate the current market conditions while continuing to support your business effectively.

We appreciate your understanding and thank you for your continued support.

Sincerely,

Phillip Cowan
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