



December 18, 2017

Dear Valued Customer,

KeHE Solutions has always endeavored to supply our customers with the best possible products, service, and prices. We have strived to maintain low order minimums that would allow our customers to qualify for free shipping without KeHE having to increase our pricing. However, over the past four years we have seen annual increases of four to five percent from our freight carriers across the board. This has led us to reevaluate our current order minimums that qualify for free shipping.

Effective 2/1/18 KeHE will implement the following changes to our prepaid order minimums:

- The order minimum for prepaid shipments to all states (with the exception of those noted below) will increase from \$500 to \$750.
- The order minimum for prepaid shipments to the states of CA, OR, WA, ID, WY, MT, CO, NV, UT, AZ, NM, TX, LA, FL, and ME will increase from \$1,000 to \$1,250. Alaska and Hawaii do not qualify for prepaid shipments.
- Depending on the carrier, residential, lift gate, and inside delivery (or other special services requested) will be the responsibility of the customer, and not KeHE.
- In warm weather, gel packed cooler boxes are used to ship chocolate and billed at \$10.00 each.
- Orders under \$150.00 will still be accepted but subject to a \$15.00 warehouse handling charge.

We value your business and hope that these changes will allow us to continue to provide the best possible products and services to our customers.

Sincerely:

Dan Creedon
Director of Specialty Retail (KeHE Solutions)

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