



August 31, 2017

Dear Valued Customer:

The recent and ongoing storms along the Texas and Louisiana Gulf Coast are creating a humanitarian crisis for many communities. As a result, FEMA and other relief organizations are shipping into these areas as fast as possible which has created an unprecedented shortage of transportation alternatives for those not connected directly to relief efforts. This shortage is affecting drivers, over the road trucks, box vans, and rail cars.

While recovery efforts continue, we request that if you have your own transportation you request a customer pick up when you place your order. If you do not have your own transportation, please be patient with us as we search to find carriers and drivers that can deliver your orders.

It is our hope that this condition is short-lived, but there is a tremendous need for transportation so people can begin rebuilding their lives after the destruction Harvey left behind. Your patience is appreciated and we will do everything we can to ensure the most expedited delivery as possible for your orders.

Best regards,

A handwritten signature in blue ink, appearing to read "DT", is positioned above the typed name and title.

Doug Towns
Vice President