

# Rowley Hardware, Inc.

THE FINIAL COMPANY™ |  PARIS TEXAS HARDWARE™

August 18, 2021

Dear Valued Customers,

It is our pleasure to inform you that due to expansion Rowley Hardware, Inc. will be relocating its warehouse operations in September 2021. We have already begun the transition of one of our Dallas warehouses into the new location. This move to a larger premises will help us optimize warehouse operations and increase order fulfillment while better accommodating our growth. We will provide frequent updates during the move and notify you of any unforeseen circumstances that may affect the status of your orders or the return to operations as outlined below.

New Address: 8801 Ambassador Row  
Dallas, TX 75247  
Our phone numbers will not change

We have detailed the order entry cut off and shipping dates for each product category in the table below. Please note, these dates are estimates based on orders for products that are in-stock at the time of production. Orders that are not shipped prior to August 31, 2021 will ship when operations resume at our new location. Additional lead times will be necessary as we process the backlog of orders entered during the transition of warehouses. Customer Service will be available during this time via phone and email to assist you with specific inquiries about the status of your orders. Customer pick-ups at our current location will be allowed until August 27, 2021 and will begin at the new location beginning September 20, 2021.

We are anticipating a smooth transition of warehouses and appreciate your patience with us as we prepare for and execute this move. We look forward to serving you from our new and improved location.

Anticipated shipping dates and associated order entry cut off dates

| Collections:<br><i>Includes poles cut to specified sizes</i>           | Order entry cut off for shipping prior to relocation | Estimated ship date from current location | Order entry dates during relocation                                       | Resume operations at new location |
|--|--|---|---|-----------------------------------|
| PTH Quick Ship   | August 24, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 24, 2021 until operations resume | September 8, 2021                 |
| TFC Metal & Modern Metal   | August 24, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 24, 2021 until operations resume | September 8, 2021                 |
| TFC Metal & Modern Metal Manual and Motorized Traverse Systems         | August 24, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 24, 2021 until operations resume | September 8, 2021                 |
| PTH and TFC painted product  | August 17, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 17, 2021 until operations resume | September 15, 2021                |
| TFC Custom Steel Product   | August 17, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 17, 2021 until operations resume | September 15, 2021                |
| PTH & TFC Manual, Corded and Motorized Traverse Systems without fascia | August 24, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 24, 2021 until operations resume | September 8, 2021                 |
| PTH & TFC Manual, Corded and Motorized Traverse Systems with fascia    | August 17, 2021 before 3pm CST                       | August 31, 2021                           | All orders received after 3pm CST August 17, 2021 until operations resume | September 15, 2021                |

Thank you for your patience and continued support,  
William J. Taylor  
CEO, Rowley Company