



October 18, 2013

RE: Countertop Freight Claims

Due to the increased number of damage claims on countertops the Gardewine Group will no longer accept claims for damages incurred to these countertops and will, effective immediately, consider shipments of all such products to be at owner's or shipper's risk. The normal rigors of transportation have proven to be too strenuous on uncrated countertops and for that reason the shipper must bear the resulting loss of damages incurred.

We will continue to work with our countertop customers in the development of supplementary packaging, which we have done successfully with other shippers of fragile products, to limit damages in the future.

At the Gardewine Group our mission is to grow our business by fostering long-term mutually beneficial relationships with our people and our customers. We look forward to continuing to work with our countertop customers demonstrating first hand, the Gardewine difference.

Sincerely,

Ryan Johnston
Vice President, Gardewine West