

## CHANGES TO THE DELIVERY POLICY

September 8<sup>th</sup>, 2016

Dear Client,

The following is to inform you of the changes to our delivery policy due to the rising costs of inflation and fuel. This policy applies for delivery Intra-Maritimes, Ontario-Maritimes and Quebec-Maritimes.

**As of September 1<sup>st</sup> 2016, the following changes will be made:**

- Skid shipment:
  - For any order of \$ 500 or less, a fee of \$ 95 will apply.

**Please note that there are no changes for the following deliveries:**

- Shipment by mail:
  - Master Group will cover all costs for orders of over \$ 200;
  - For any order of \$ 200 or less, a fee of \$ 20 will apply.
- Skid shipment:
  - Master Group will cover all costs for orders of over \$ 500;

No additional fees will be charged for pending orders, for deliveries of replacements under warranty or for deliveries to correct a shipping error on a previous error.

Despite the rising costs of products, The Master Group is committed to continue offering the most competitive prices on the market. We do all the necessary to improve the efficiency of our operations continuously while controlling costs on a daily basis, and we hope that this increase will be seen from this perspective.

*We thank you for the trust you place in us and send you our best regards.*

**Management**

**The Master Group**

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