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September 19, 2024

Standardized Pricing & Minimum Order Policy Change Announcement

Effective November 1, 2024

To AmerCareRoyal Customers:

We would like to announce the following changes to our policies and account administration:

Standardized Pricing

In an effort to harmonize the pricing of our products we are converting the pricing for all ACR products to a standardized price list. Current pricing will remain in place until October 31, 2024. **Effective November 1, 2024**, your current pricing will be converted to the new standardized price list. Customers are likely to see price fluctuations with certain items potentially increasing, while others may decrease. We believe this approach will eliminate much of the administration associated with quoting our products, leading to quicker response times for our customers. Our goal remains to provide you with the highest quality products at competitive prices.

Minimum Order Policy

Additionally, after a thorough analysis of our fulfillment practices we have set forth the following policy change:

*For all orders originating after October 31, 2024, the **Minimum Order Quantity (MOQ)** required to receive pre-paid freight will be revised from the current \$4,000 per order to **\$7,500 per order.***

We believe this adjustment to our policy will aid in streamlining the timely delivery of our products while keeping ACR in line with others in our industry. In addition to this change, we will be reducing our order lead time requirement from 14 days to 10 days (Delivered) and from 10 days to 7 days (Pick Up). This improvement is our commitment to meeting the needs of our customers with greater precision.

Your sales representative will provide a detailed listing of your product pricing. In addition, detailed price lists can be downloaded by October 16, 2024, from the AmerCareRoyal customer portal. Contact your ACR Representative with any questions or for additional assistance.

Sincerely,

Paul Huckins

Paul Huckins
President, AmerCareRoyal North America