

16th June 2020

Dear Valued Distributor,

In these uncertain times post-Covid19 Nitto Kohki, like many other businesses, are striving to improve efficiencies throughout our organisation. As part of this larger improvement exercise, Nitto Kohki Australia have been reviewing our sales order processing activities.

During this investigation we have determined that we receive a substantial number of orders with a sales value of less than \$100. As you can imagine the same amount of steps and employee time and attention is required to process small orders as for larger orders, however there is a point at which processing an order becomes too costly to complete.

With this in mind Nitto Kohki will be drawing to a close any future orders with a sales value of less than \$100 from 1st July 2020. We would appreciate it if you could ensure your order meets this threshold by upping quantities of items ordered in one go or by holding an existing order until there is sufficient product to surpass this \$100 threshold.

We would also like at this time to remind our customers that all orders under \$500 incur freight charges.

We value your support and apologise for any inconveniences this may case. We are making all efforts to improve our internal processing so that we can absorb additional costs from our own suppliers. It's been a number of years since Nitto Kohki Australia passed on pricing increases to our Distributors and we seek to prevent this from happening in the near future too.

Yours Sincerely



Trevor Maddison
National Business Manager

SYDNEY

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