



March 31, 2025

Dear Valued Customer,

On March 4, 2025, the Canadian government implemented a 25% tariff on all goods shipped from the United States to Canada. This action has significantly impacted the cost of many raw materials used in the manufacturing of wood doors.

While we continue to explore alternative sourcing options to minimize the impact, a substantial portion of our raw materials originate in the U.S. Until now, we have absorbed these increased costs as we worked through the best possible mitigation strategies. However, we are no longer able to fully offset the financial impact to our business.

As a result, we will be implementing a **6.5% surcharge** on all products manufactured at our **Saint-Éphrem facility**, effective **April 2, 2025**:

- **Existing Orders:** We will continue to honor current pricing and absorb these added costs for all **in-house orders** entered before **April 2, 2025**.
- **New Orders:** All **new orders** received on or after **April 2, 2025**, will include the **6.5% surcharge**.
- **Estimates:** All **in-house estimates** currently being processed and **new estimates** received on or after **April 2, 2025** will include the **6.5% surcharge**.
- **Application of Surcharge:** The surcharge will be applied **at the time of shipment**, provided the tariff remains in effect.

We understand the challenges this creates and are actively evaluating additional steps to manage the situation; while maintaining the quality, service, and reliability you expect from us. We remain committed to transparency and ongoing communication and will continue to keep you informed as the situation evolves.

If you have any questions, please contact your customer service team for assistance.

Thank you for your continued partnership and support.

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