



Jupiter Research
2801 E Camelback Rd Ste 180
Phoenix, AZ 85016

Subject: Freight Surcharge
Date: January 3rd, 2022

To Our Valued Customers,

Throughout 2021, businesses around the world watched as international freight costs rapidly increased following the Covid pandemic shut down, re-open, and increase in consumer demand. At Jupiter, we have always worked with our freight carriers to keep costs as low as possible so that our customers are shielded from fluctuations in freight fees. With the rates pushing past unsustainable levels, we are implementing an updated freight surcharge model for air import shipments.

Effective immediately on all new custom decorated (OEM) orders, Jupiter will be adding a freight surcharge for product shipped via air from China to the US & Canada. For any product imported via ocean freight, there will be no added surcharge, but all product imported via air shipping will see a freight surcharge. Note: This surcharge will not impact orders for stock/unbranded product out of Jupiter's Arizona warehouse. Your dedicated Account Executive will be reaching out with specifics to help you strategize for success.

Jupiter Research will continue to monitor impact of freight charges and will send further communication of when the surcharge can be removed or if it will need to be changed in any way.

We, at Jupiter Research, very much appreciate your business.

Best Regards,

Bob Crompton

Jupiter Research General Manager

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