



Subject: Important Announcement: Price Adjustment on Booked Orders

Dear valued customers and partners,

I hope this letter finds you well. As we navigate through the challenges posed by the previous COVID-19 pandemic, I want to take a moment to express my gratitude for your continued support of Custom Truck and Body Works Inc. Your trust and partnership mean the world to us.

It is with a sense of responsibility and transparency that I am reaching out to you today. Over the past several months, our industry, like many others, has encountered unforeseen challenges that have impacted our operations. Unfortunately, one of the key challenges we are currently facing is significant delays from our chassis manufacturers and significant price increases from our vendors.

As you are likely aware, the pandemic has disrupted supply chains across the globe, leading to shortages and delays in the production and delivery of crucial components. In our case, these delays have affected the timely receipt of chassis for our custom vehicles.

In our commitment to delivering the highest quality products to our customers, we have explored various avenues to mitigate the impact of these delays. Regrettably, despite our best efforts, the chassis delays persist, necessitating difficult decisions.

After careful consideration and thorough evaluation of our cost structure, it is with a heavy heart that I must inform you of an unavoidable price adjustment on booked orders. This adjustment is reflective of the increased costs we are incurring due to the extended lead times and delays in chassis deliveries.

I understand that any price increase can be challenging, especially in these uncertain times. Please know that this decision was not made lightly, and we have worked diligently to minimize the impact on our valued customers. Our team remains committed to providing you with the exceptional products and service you have come to expect from Custom Truck and Body Works Inc.



Custom Truck & Body Works, Inc.

We are dedicated to maintaining open lines of communication with you throughout this process. If you have any concerns or questions regarding the price adjustment or the status of your order, please do not hesitate to reach out to our sales department at charles@customtruckandbodyworks.com or our office at 706-553-9178.

I sincerely appreciate your understanding and continued partnership as we navigate through these unprecedented times together. Our team is working tirelessly to address the challenges at hand and deliver on our commitment to excellence.

Thank you for your trust, and I look forward to our continued collaboration.

Warm regards,

Jimmy Gill CEO, Custom Truck and Body Works Inc.