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Dear Valued Customers,

As we approach the holiday season, we would like to take this time to thank all of you for a wonderful year. In spite of the craziness of 2020, our sales have remained strong and we are expanding! We are breaking ground on a new facility in the next few weeks if weather cooperates. This will allow us to meet the expanding volume of sales for several years to come.

As the holidays approach, we would like to update you on our schedule to allow you to plan your orders accordingly to avoid any inconvenience. We will be closing November 26-29 for Thanksgiving, December 7-9 for inventory, December 24-27 for Christmas, and December 31- January 3 for New Years. Please keep in mind that shipping freezable products during those weeks will most likely be unavailable as the increased transit time of a holiday weekend will increase the danger of freezing. We can freeze protect them in most cases up to 4-5 days, but if they take longer than that to arrive, they very likely will be damaged. We look at shipments on a case by case basis and will ship when we can, but please plan ahead to avoid delays!

Please note that during winter months in the north we ship signature required as standard procedure unless you request otherwise. This protects products from freezing by being left outside at the delivery point. Also, it is noteworthy to mention that UPS, FEDEX, and USPS are all **not** guaranteeing delivery times, even on expedited, including next day air shipments. They are experiencing unprecedented volume due to Covid, (nearly 4 times the volume of a year ago) and compounded with Christmas, there will almost certainly be delays. Delays in the winter mean damaged product, so we will be conservative with shipping. We want you to be prepared and order early to avoid the rush!

There is one other item that we need to pass along. It has been 4 years since our last price increase. As you can imagine, the cost of raw materials and labor have been creeping up. We are planning to implement a price increase on January 4th. The amount has not yet been determined and it will vary by product, but rest assured, we will remain priced comparable or below our competitors. There is still plenty of time to stock up before the price increase.

Thank you again for choosing Stewart Systems, and all of us at Stewart Systems wish you all a Happy Thanksgiving and a Merry Christmas!

Sincerely,

Andy Humphrey
Owner, Stewart Systems