

Date: January 1, 2025

Subject: Order Cancellation Policy

Dear Valued Customers,

Thank you for a successful 2024! We are looking forward to another successful year in 2025. This is our cancellation policy for 2025.

We need to insure a strong sell through. In the past we have experienced many pre-orders that have been placed months in advance and a portion of it cancelled a few days before the Holiday, or at the end of the Season. We have developed some guidelines that need to be followed or you will be charged a 35% cancellation fee.

Any order cancelled 24 business hours prior to the date of delivery or pick up will be charged a 35% cancellation fee. During May and November, we need a 48-business hour notice.

\*Easter orders cancelled after April 1<sup>st</sup> will be charged a 35% cancellation fee on the remainder of the order.

\*Early Spring orders cancelled after April 1<sup>st</sup> will be charged a 35% cancellation fee on the remainder of the order.

\*Summer Annual & Mother's Day orders cancelled after May 1<sup>st</sup> will be charged a 35% cancellation fee on the remainder of the order.

We are working to have a strong “sell through” with very little waste. Together we will share the successes and risks that come from doing business.

Thank you,

Clesen Brothers Inc.