

July 24, 2023

To our Valued Customers,

Goldray is making a slight change to our deposit process, and we are writing to give you advanced notice so that you may plan your business accordingly.

Effective August 21<sup>st</sup>, **Goldray will require a 50% deposit on projects prior to orders being placed into production.** We have held off on this change for as long as we could, but with changing material costs and our own lead times increasing, we need to make this change in order to adequately prepare to produce your orders in a timely manner.

We understand the need to plan ahead for this change, which is why **we will be honoring the 30% deposit requirements for all deposits paid prior to August 21<sup>st</sup>.** These deposits can only be paid for orders that will be performing before December 31<sup>st</sup>, 2023. For orders performing in 2024 and beyond, or for deposits paid after August 21<sup>st</sup>, the 50% deposit will be required.

Whether you are able to take advantage of the 30% deposit before August 21<sup>st</sup> or are paying the 50% deposit after that date, **all deposits will now be required prior to production, effective immediately.** Paying deposits rather than paying for the whole order is a service offered to our customers with terms. **Customers without terms will continue to pay 100% of their order prior to production.**

If you need assistance or have questions about how this change will affect your order, please contact your account manager or sales rep for support.

Thank you for your continued business, and we look forward to supporting you for many years to come.

Sincerely,

Laura Little  
VP, Sales & Marketing