



February 1, 2023
RE: Export Orders

Phoenix Customers,

Thank you for your efforts in 2022 and ongoing support into 2023. We are excited about the year and the opportunities it will bring us.

As we reviewed areas that Phoenix can improve operationally and continue to control costs and avoid increases to your purchase prices, one of the focus areas has been our shipping department efficiency. As part of that review, we'd like to share a few changes to the policies regarding export orders that will go into effect on 1st February, 2023.

1. Order Pickup
 - a. For customers that wish to arrange their own freight, Phoenix will provide storage for 5 business days following issuance of weights & dimensions and commercial documents.
 - b. Customer must arrange pickup within 5 business days or incur storage fees of 2% per day. Storage fees will be calculated based on the Net amount of the order and added to the product invoice.
2. Order Consolidation
 - a. Customer may consolidate orders into single shipments if PO's are issued within 5 business days of each other. The consolidated orders will ship on the latest of delivery dates. Otherwise, orders may not be consolidated.
3. Shipment Detail
 - a. Customer is requested to provide all order requirements upfront, including any freight packing restrictions, special import paperwork, consignee/delivery address/contact information.

We appreciate your consideration of these policies as they will allow us to best serve all of our customers worldwide and ensure that completed orders are delivered on time and freight moves to you as quickly as possible.

A copy of this notice can be found at www.phoenixlighting.com/legal-policies.

If you have any questions, please feel free to contact your Regional Sales Manager or myself.

Best regards,

Craig Lofton
Global VP of Sales