



Clearwater, Florida

Date: February 1, 2024

## Reminder - Sempermed USA Minimum Order Quantity Policy Change

We have an important change in our minimum order quantity policy. Effective January 1, 2024, Sempermed USA implemented **a new minimum order requirement of five cases.**

This decision has been made to enhance our order processing times and streamline our operations. We understand that this change may require some adjustments on your end, and sincerely apologize for any inconvenience this may cause. However, we firmly believe this modification will benefit both parties by ensuring faster order fulfillment and improved overall customer satisfaction.

Here are a few key points to note regarding the new minimum order policy update:

- 1. Minimum Order Requirement:** Effective January 1, 2024, the minimum order requirement was set at five cases for all orders. This means that all orders placed must meet or exceed this quantity to be processed. **The requirement for free freight remains at 70+ cases.**
- 2. Improved Order Processing Times:** By consolidating smaller orders into larger ones, we will be able to allocate more resources to efficiently process and fulfill orders. This will reduce lead times and faster delivery of your requested products.
- 3. Enhanced Customer Support:** With fewer small orders, our customer support team will have more time and resources to provide you with the exceptional service you deserve. We will be able to address your inquiries, concerns, and requests more promptly and effectively.

We understand that some customers may have occasional requirements for quantities below the new minimum order requirement. In such cases, we encourage you to mix SKUs or place larger, less frequent orders to meet the new minimum quantity. Your dedicated sales representative will be more than happy to assist you in finding suitable solutions to accommodate your needs.

We greatly appreciate your understanding and cooperation during this transition. Our commitment to delivering high-quality disposable gloves remains unwavering, and we are confident that this policy change will enable us to serve you even better.

Should you have any questions or require further clarification, please do not hesitate to contact your dedicated sales representative. We look forward to continuing to serve your glove needs.

{ New Policy }

