

March 4, 2020

Re: Notice of Force Majeure on Sanitizer Dispenser and Accessory in Response to Extraordinary Demand Due to Novel Coronavirus (COVID-19)

In accordance with our Terms and Conditions, this letter provides notice of Force Majeure caused by an unanticipated surge in demand for sanitizer touch-free dispensers and stands.

In order to meet demand, we are working closely with our suppliers by expediting shipments and adding shifts to our production schedule. However, this comes at a much higher cost and we must temporarily change pricing on a select number of products.

Effective immediately (March 5th 2020), all Touch-Free dispensers and Stands will be priced as below. All end-user contracts for these products will be suspended until we are back to normal supply arrangements.

Product	Price effective Immediately
All Touch-Free dispensers (TF2WHI, TF2CHR, TF2CLR, TF2BLK, AUTOINFCON and all custom designs)	\$25 /unit (\$200/cs)
Sanitizing Stand (92752 and TFDISPSTAND)	\$48/unit

Inventory Availability:

Due to the spread of this virus into countries outside of China, including the United States, the demand for hand hygiene products has increased sharply. In order to manage supply of the SC Johnson Professional® line of products, our manufacturing sites are increasing production, including additional shifts, to help meet demands. SC Johnson Professional's sales of hand sanitizer are currently not on allocation but may experience delays for large orders.

Return Policy:

In order to assist with increased demands, our distribution partners are ramping up warehouse inventories. In accordance with SC Johnson Professional's Return Goods Policy, SC Johnson Professional will only accept return of goods with prior authorization via our Returned Goods Authorization form. We maintain our Right of Refusal in accepting returns and we do charge a 25% re-stocking fee on approved returns. Please review your orders carefully to ensure appropriate order levels for your business.

Hand Sanitizer Stands:

The surge in demand for hand sanitizing products has also impacted inventories of our new silver hand sanitizer stand (SKU TFDISPSTAND). Inventories have been depleted and we are awaiting

re-supply. Unfortunately, we are anticipating that these stands will be out of stock until end of May 2020.

In the meantime, we have ordered replacement inventory of our legacy black Deb hand sanitizer stands (SKU 92752) to fulfill the increased demand. These replacement stands (SKU 92752) will invoice at \$48 each, consistent with the pricing of the new stands (SKU TFDISPSTAND).

[Click here](#) to review the SC Johnson Professional® Technical Bulletin on this outbreak.

We appreciate your confidence in SC Johnson Professional's line of hand hygiene products and will continue to monitor our inventory and production schedules to ensure timely deliveries to support your needs.