



Dear Valued Customer,

We would like to provide you with an update regarding refunds associated with the International Emergency Economic Powers Act (IEEPA) tariffs.

WPG Americas is actively pursuing all available avenues to recover eligible IEEPA tariff payments. We have submitted refund claims through U.S. Customs and Border Protection's refund process (CAPE 1). To date, we have received a portion of the refunds; however, not all claims have been processed. We understand that some remaining claims will need to proceed through subsequent CAPE 2 and CAPE 3 processing before refunds can be issued.

In addition, for products where our suppliers served as the Importer of Record (IOR), WPG Americas has requested that those suppliers pursue applicable IEEPA tariff refunds on our behalf. At this time, we have not yet received any refunds from those suppliers.

Once WPG Americas has received all applicable IEEPA refunds from both U.S. Customs and our suppliers, we will launch an online customer claim portal dedicated to IEEPA tariff refunds. This portal will provide eligible customers with a streamlined process to submit refund claims. We will communicate further details, including eligibility requirements and instructions for submitting claims, when the portal becomes available.

We appreciate your patience as these government and supplier refund processes continue. Our goal is to ensure that all eligible refunds are collected and distributed accurately and fairly.

Thank you for your continued partnership. If you have any questions regarding the status of the IEEPA refund process, please contact your WPG Americas representative or our customer service team.

Sincerely,

WPG Americas