



October 16, 2024

Dear Valued Customer,

Re: Oberon Integration into SureWerx, Important Information

As you know, SureWerx acquired The Oberon business on October 31, 2022, and Oberon has been operating as a stand-alone company since then. In the background we have been adding team members to SureWerx, bolstering our systems and manufacturing and working on the integration of the Oberon company into SureWerx.

We are pleased to inform you that we are ready to integrate all back-office functions into SureWerx USA Inc. effective November 4, 2024.

COMPANY NAME

- Effective November 4, all orders for Oberon products will continue to be fulfilled by the Oberon team. If your order includes SureWerx products and Oberon products, Oberon products will be processed and shipped from our Oberon location and SureWerx products will be filled and shipped from our Elgin, Illinois location.
- Invoices, Purchase Orders, Checks and other official company correspondence will begin to reflect SureWerx USA Inc.
- Please update your systems to reflect this change in name.

CUSTOMER SERVICE CONTACTS

- Your enquiries and support will continue to be provided by our Oberon customers service team:
 - Sherry Garcia-Medeiros, Juliet Teixeira and Vivian Glazier (for international orders). Please note our contact information has not changed.
- For inquiries and to place orders continue to contact us through the following contact information:

Call: 1-800-322-3348

Email: oberon-service@surewerx.com

Visit us on the Web: www.surewerx.com or www.oberoncompany.com

- Please whitelist the @surewerx.com domain to ensure you continue to receive important updates from us.

ORDER PROCESSING

We will continue to fulfill and ship orders from the North Dartmouth, MA location for Oberon products and Elgin, Illinois for SureWerx USA products.



SERVICE DISRUPTION

- Please note that on Friday November 1st, 2024, our Customer Service team will be able to accept your order; however, it will not be entered into our system until November 4th and then shipped accordingly.

SALES CONTACTS

- As an Oberon customer, our sales teams have been reaching out to provide you important information about who your new outside sales representative is. If this has not happened, please contact Scott Anderson at sanderson@surewerx.com, identify yourself as an Oberon customer and ask to be connected to your new Sales Representative.

PURCHASING AND ACCOUNTS PAYABLE

- Payments for your orders, should now be sent to the “remit to” name and address listed on the invoice:

By Electronic Payment	By U.S. Mail:
BMO Harris Bank Chicago, IL 60603 Account Name: SureWerx USA Inc. Account Number: 405-9606 ABA Number: 071 000 288 Swift Code: HATRUS44	SureWerx USA Inc. PO Box 71137 Chicago, IL 60694-1137

- If you have already submitted payments under the previous name and remittance, you do not need to resubmit them.
- If you have previously ordered from both Oberon and SureWerx USA, please update your vendor management systems to reflect the continuing name, SureWerx USA Inc., for all orders and payments starting November 4. For your convenience, customers will be able to order using either company’s customer number.
- If you have questions or issues about invoice remittance or other AP matters, please contact us at arinfo.usa@surewerx.com or Lorne Schmidt at lschmidt@surewerx.com or call our toll-free number 1-866-401-5335.



TERMS & CONDITIONS, PRICING AND FREIGHT

Our terms and conditions are subject to change annually on January 1. Our marketing team will be sending out a communication on November 1st, with these changes. For the immediate term, nothing will be changing.

SUREWERX PRODUCT ENQUIRIES

For inquiries and access to SureWerx products and brands, you can contact SureWerx directly at:

USA Customer Service:

P: 800-323-7402

Email: orders.usa@surewerx.com

We appreciate your confidence in us and look forward to being your single source for Oberon and SureWerx products.

Sincerely

SureWerx USA