

Dear Customer,

June 2<sup>nd</sup>, 2020

On behalf of BrightSky Australia I would like to take this opportunity to thank you for your continued support during the challenges we have faced with COVID-19. The impact of COVID-19 has prompted us to conduct a review of all aspects of our business, from placing an order right through to delivery to our customers, aimed at improving our customer service levels.

The review has highlighted a significant increase in the cost of delivering our products. The reasons for this are as follows:

- The impact of COVID-19 on our stock levels, mainly due to our suppliers simply running out of stock of fast moving products e.g. masks and hand sanitisers. Many of these products are now taking much longer to arrive from our suppliers.
- This means our backorders have increased significantly, meaning that some customers only receive part of their order, with some items being delivered at a later time. In future backorders will be grouped together and delivered as one shipment.
- Our service providers have also increased their freight charges on BrightSky, which we have absorbed over the course of the last 5 years.

All the above have led to an increase in our costs and in order to be able to continue to improve our customer service levels, BrightSky Australia have no choice but to amend our freight charges. The table below highlights these changes, which will take effect from Monday, June 15<sup>th</sup>, 2020.

Delivery Type	Description	Price incl. GST
Online via BrightSky webstore	Orders under \$250	\$20.00
Online via BrightSky webstore	Orders over \$250	Free
Ordering via the phone, email or fax	Orders under \$500	\$20.00
Ordering via the phone, email or fax	Orders over \$500	Free
*NDIS customers – (as per NDIS guidelines) Continence/Consumables	Delivery anywhere in Australia to Metro areas <b>**Very remote by quote</b>	\$23.71
*NDIS customers – (as per NDIS guidelines) Continence/Consumables	Delivery anywhere in Australia to Non-Metro areas <b>**Very remote by quote</b>	\$31.62
*NDIS customers – (as per NDIS guidelines) Nutrition/Consumables	Delivery Anywhere in Australia <b>**Very remote by quote</b>	\$50.00
Backorder Handling Fee	One-Off backorder charge (consolidated)	\$15.00

**\*NDIS delivery charges (as per NDIS Pricing Guidelines, available in all NDIS participant plans up to 4 times per year) \*\* Areas considered very remote in nature require a freight quotation.**

Once again, thank you for your ongoing support of BrightSky Australia, which is greatly appreciated. On behalf of the BrightSky Team we look forward to continuing to provide you with the products you need into the future.

Yours sincerely,

Craig Menzies  
Operational Director  
BrightSky Australia