

1200 Willow Lake Boulevard
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September 14, 2026

Subject: Freight Surcharge Notification Effective October 1, 2026

Dear Valued Customer,

We sincerely appreciate your business and the partnership we have built over the years.

As part of our commitment to supporting our customers, we have worked diligently over an extended period to absorb significant increases in transportation costs without passing those expenses on to our customer base. We have made every effort to minimize the impact of rising freight and fuel costs through internal efficiencies and cost management initiatives.

Despite these efforts, continued increases in fuel prices, carrier rates, transportation labor costs, and overall freight expenses have significantly increased the cost of delivering our products. These market conditions have persisted and reached a level that is no longer sustainable.

Therefore, effective **October 1, 2026**, the following transportation-related changes will be implemented:

- A **30% surcharge** will be applied to freight costs for prepaid shipments where freight is paid by H.B. Fuller and not separately billed to the customer.
- The current free freight program for EternaBond® products on orders exceeding \$5,000 will be discontinued.
- The existing \$150 flat per-pallet freight charge for bonding adhesive shipments will be eliminated, and freight charges will be assessed based on actual transportation costs.

These adjustments are intended to partially recover the substantial increase in transportation expenses while allowing us to maintain the high level of delivery performance, product availability, and customer service you expect from H.B. Fuller.

This decision was made only after careful consideration and a sustained effort to absorb these costs internally for as long as possible. We remain committed to being a reliable partner and will continue to monitor transportation and fuel markets closely.

We appreciate your understanding and continued support. If you have any questions regarding these changes, please contact your account representative.

Thank you for your continued partnership and confidence in H.B. Fuller.

Sincerely,

SuAnne Stevens

SuAnne Stevens
Vice-President, Global Commercial Roofing