

January 10, 2024

Dear Valued Customer,

Please be advised that in December 2023, we invoiced aged lost cylinders on your account as an action to assist in reconciling the liability attached to each of these cylinders.

Invoices for lost cylinders were processed for any cylinders that were outstanding for a period of greater than 12 months. After consideration and a review of the transactions, we have taken the opportunity to credit these invoices directly and invoice the aged cylinders in stages to minimise the impact on your business.

The first stage will take place on the **16<sup>th</sup> of January**, and we will invoice all cylinders out greater than two years (24 months).

At the second stage we will invoice all outstanding cylinders out greater than 18 months old these will be invoiced on the **4<sup>th</sup> of March**.

After the second stage is complete and as an ongoing process, we will be invoicing any cylinders with an age of greater than 12 months on the **first Monday of each month**.

We acknowledge that some of you have since returned these cylinders back and we are appreciative of your actions. For those that still have outstanding cylinders I urge you to contact your local Beijer representative to manage these cylinders and minimise your liability exposure.

Further, and as per our terms and conditions of sale, should any cylinder be returned in good order within 6 months after the loss, the replacement cost amount paid by the customer will be refunded less the applicable charges for the cylinder for the extended period. If the cylinder is returned 6 months or more after the date of the loss, no refund of the replacement cost charged will be issued.

Should you require further clarity, please refer to our Terms and Conditions of Sale, under Item 10. Cylinder Hire. <https://www.beijerref.com.au/conditions-of-sale/>

We value your business and appreciate your understanding of the above decision. Should you have any questions or would like to discuss this further, please do not hesitate to contact your local Beijer Ref Branch or Representative.

Kind Regards



Louie Delinicolis

Category Manager – Parts/Refrigerant