



Dear Customer,

1st December 2020

## PRICE UPDATE

It is safe to say 2020 has been a challenging year and we would like to thank you for your continued business and support.

During this time, we have been busy and would like to inform you of some exciting changes and improvements that we are making to ensure we continue to offer high quality products, with industry leading customer service.

- In December we will be launching a new website with increased functionality to further improve your experience, service and support.
- In January we will be re-focusing the Masons Timber brand on the specialist coffin manufacturing sector and in turn absorbing the product portfolio within the Richard Burbidge brand.

So, from January onwards, the Masons Timber product portfolio will be absorbed into the Richard Burbidge brand and price list, widening the breadth of products available to you. This will provide easy access to the wide range of Richard Burbidge products such as stair parts and decking accessories. In order to facilitate this exciting change, your existing Masons Timber account will automatically be converted to a Richard Burbidge account.

Therefore, in December we will be distributing a new Richard Burbidge branded price list to reflect the updated product offer and this new list will also be inclusive of a price realignment on all products to be implemented from the **11<sup>th</sup> January 2021**. The price realignment is due to an upward trend in logistical and raw material costs that we can no longer continue to absorb. All orders received by **Friday 8<sup>th</sup> January** for delivery within **10 days** of the price realignment will be invoiced at pre realignment prices.

We will try to contact all customers individually, but in the meantime if you require any assistance, including advice on product range improvements, point of sale requirements – labels, header boards etc., please get in touch with us via telephone or email and we will be happy to help you in any way we can.

We would like to thank you for your continued support and we look forward to helping you with the profitable growth of your business.

Kind regards, The Masons Timber & Richard Burbidge Team

Call **01691 678 300** for customer services, or email [orders@masons-timber.co.uk](mailto:orders@masons-timber.co.uk)