



**Headquarters**  
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<http://www.dynic.com>

November 23, 2005

Dear Valued Customer:

Based on customer feedback and extensive durability testing, we are making some changes to our packaging. These changes will become effective immediately.

Description of Changes:

- On our larger case quantity boxes, we will be adding inner packs. The inner packs will contain 12 rolls each in most cases and will not be labeled individually. The smallest case quantity boxes will not include inner packs. We performed several durability tests to ensure that our packaging conforms to ISTA (International Safe Transit Association) standards and decided that inner packs were the best way to protect our products so that you receive them in the very best condition possible.
- We will no longer be using peanuts inside our boxes and cases. Only paper stuffing will be used, in an attempt to alleviate some of our customers' concerns regarding environmentally friendly materials and the generation of static electricity.
- We will be adding 2 new sized boxes to our packaging line, so that our products fit better into the packaging, eliminating the ability for the rolls to damage each other.
- Case quantities will remain 24 rolls for most products. In this way we hope to help make inventory management and storage easier for you.

Please be assured that the ribbons inside the boxes have not changed, and they provide the same high quality products that you have come to rely on from Dynic. Should you have any questions or concerns regarding these changes, please contact our Customer Service Department at 1-800-326-1249 (503-693-1070). We appreciate all of your feedback. Thank you.

Sincerely,

A handwritten signature in black ink that reads "F C WARD".

Frank C. Ward  
Vice President, Sales & Marketing  
Dynic USA Corporation