



## Important Billing Update – Effective July 1, 2025

4/16/2025

Dear Valued Customer,

We hope this letter finds you well. We greatly appreciate your continued business and prompt payments at Phoenix Products Company. As part of our commitment to providing exceptional service while maintaining the financial health of our operations, we are writing to inform you of an important change to our billing policy.

**Effective July 1, 2025, we will begin implementing finance charges on any past-due balances.** The terms of the finance charges are as follows:

- The Vendor reserves the right to charge interest at a rate of **1.75% per month** on any outstanding balance.
- The interest will be calculated on the last day of each month and accrue month over month until the outstanding balance is paid in full.
- When a finance charge is applied to your account, a statement reflecting the updated balance will be issued. Please note that **no separate invoice will be sent for the finance charge.**

We understand that financial challenges may arise, and our team is always available to assist with any questions or concerns you may have regarding your account. Our goal is to maintain a positive working relationship with you, and we are here to help you manage your account in a timely manner.

We're here to assist with any questions about your account, credit limit, or available payment options. Your partnership means a great deal to us, and we remain dedicated to delivering the highest level of service.

Thank you for your understanding and continued trust in Phoenix Products Company. We appreciate your prompt attention to any outstanding balances and look forward to serving you in the future.

Sincerely,

**The Phoenix Products Team**

55 Container Drive  
Terryville, CT 06786  
860-589-7502