



The Trail-Gear Family of Companies

5356 E. Pine Avenue

Fresno, CA 93727

Wednesday, July 08, 2020

To the Trail-Gear family of customers:

The Trail-Gear Family of Companies would like to thank you for your support and patience over the last few months. As with all of you, we have been navigating uncharted waters and, like you, we've overcome many challenges while encountering some that we could never have imagined or anticipated.

We felt it important at this time to reach out to communicate some of the challenges which have, unfortunately, affected many of you. In the wake of COVID-19 we have seen supply chain and production disruptions affecting our own manufacturing as well as production of many of the brands we offer. In addition, we have experienced a spike in demand for some products that has depleted our normally unbroken supply. Lastly, we have been notified by multiple carriers, including UPS and FedEx, indicating that they have suspended service guarantees until further notice. **As a result of this last complication, Trail-Gear, Inc. and its affiliated companies can no longer refund shipping costs if delivery dates are delayed or missed.** It is these issues that have prompted our writing to you today.

Today we are working to fulfill every single order in the shortest possible time. We have increased production as much as our supplies will allow to restore our stock. We are reaching out to individual customers in an attempt to reduce the impact of shipping delays. We are even reviewing our internal processes and systems to find and eliminate any inefficiency that has the potential to diminish the quality of our service or your customer experience.

What we ask now is for your continued patience and understanding while we continue to navigate our way through this. We encourage you to contact us for information or with questions about your orders and we will do everything we can to help.

Trail-Gear
All-Pro Off-Road
Low Range Off-Road
Wheeler's Off-Road

Phone: (559) 252-4950
Phone: (951) 658-7077
Phone: (801) 805-6644
Phone: (541) 474-2879

Email: sales@trail-gear.com
Email: sales@allprooffroad.com
Email: sales@lowrangeoffroad.com
Email: support@wheelersoffroad.com

It is truly our privilege to count you among our customers and we will continue working tirelessly to be worthy of that privilege.

Sincerely,

Matthew Messer – President
Jesus Juarez – Trail-Gear and All-Pro Off-Road Sales Supervisor
William Love – Low Range Off-Road Sales Supervisor
Josh Glidewell – Wheeler's Off-Road Sales Supervisor