

25th March 2020



MEMO TO CUSTOMERS

A.B.N 55 432 482 977

Toll Free: 1800 653 439

Ph: (03) 9720 6700 - Fax: (03) 9720 6577

Mail: P.O Box 972, Bayswater VIC 3153

6/51 Jersey Rd, Bayswater VIC 3153

www.durodent.com.au sales@durodent.com.au

Dear Customers,

At Durodent we have always seen ourselves in partnership with our customers and at all times have sought to make the right decisions for both our benefit.

Due to this current virus crisis we have had to take the following steps to not only ensure continuity of supply to our customers but to also ensure Durodent and our valued team will be here and ready to support you again on the other side.

We appreciate this current situation will put new pressure on business but to be fair to all parties any purchase amounts that you have incurred prior to the middle of March, should not be overlooked as a result of the virus situation.

Effective immediately, the following company policies will be closely monitored:

1. Adherence to Credit Limits for each customer.

We have carefully reviewed all our current customers and have agreed upon an approved credit limit.

Your Credit Limit is equal to what you would spend with us over 2 months, if you are paying your account within the correct trading terms (e.g. If you normally spend \$1000 per month, your credit limit is set at \$2000.00)

Supply of goods will be made providing you are within your credit limit and agreed payment terms.

2. Adherence to our payment terms.

In the past we have provided grace periods prior to your account being placed on hold.

This will no longer be offered. The Agreed Payment terms are 30 days EOM within your credit limit. Payment is required within 30 days or supply will be withheld until such time as payment is made.

The above measures are critical and have been taken after careful consideration, to ensure all of us make it through to the end of this crisis.

The government has put in place support along with the major banks to assist businesses with cash flow challenges during this time. We highly recommend taking advantage of this if required.

We would like to take this opportunity to thank you for your support in recent weeks as together we seek to work our way through these very difficult times.

To discuss account matters, please contact our team so we can work through it with you.

Yours Sincerely

Rodney Bird
Managing Director