

Dear Valued Customer and Friends of ArtisanHD:

On behalf of our company I want to thank you for being the most important part in one of the finest custom art reproduction ecommerce sites in the world. Together we have produced thousands of stunning, high fidelity print reproductions of your artwork for the world to enjoy! We very much appreciate the opportunity to be of service to the art community.

As almost everyone is experiencing we are living through a very disruptive period in our lives from the pandemic in early 2020 to current supply chain issues, high fuel cost and inflationary pressures on all facets of the economy.

Across every segment of our print business cost are rising including photolab materials, ink, acrylic, metal and canvas all the way through to labor cost, healthcare and logistics.

We've taken time to perform a deep review of our art reproduction services, along with the many promotions and perks offered over the years and have made the very difficult decision to make changes in our operations.

The good news is we will not be raising core prices at this time.

In order to respond to market challenges, we are restructuring how we serve you.

While our team is diversifying and we will be removing and reducing discounts as part of our business model, we continue to modernize our print technology and of course, our commitment to you remains the same.

The following changes will take place on July 18, 2022.

- The Rewards Program incentive will decrease from 10% to 5% per purchase and you *will no longer be permitted to group more than one promotion at a time.*
- We will no longer offer free shipping
- Ambassadors of ArtisanHD will be supplied new terms & conditions

Despite the historic challenges facing our industry, ArtisanHD's team of 65 professionals remain focused on providing you the very best quality, service and purchasing experience in the marketplace.

On behalf of our team we look forward to continuing to provide best in class art printing and the exemplary customer service you have come to know.

Sincerely,

Doug Bondon

Doug Bondon, President