

New Shipping and Handling Charges Notification Letter

Dear Valued Customer,

The purpose of this letter is to inform you that Cytiva is updating the shipping and handling charges, which became **effective on 1st January 2023**.

Despite efforts to mitigate customer impact, Cytiva is raising the shipping and handling charges in response to significant cost pressures from freight and handling charges dictated by external economic factors. We appreciate your understanding of this change as we work together to manage these costs effectively.

The table below provides the details of the new shipping and handling charges. The charges below will be reflected as a "Handling Charge" on your respective Order Confirmation and Invoice.

Sales Order Amount \$	New Shipping and Handling Charge \$ *
0- 250	35
251 – 500	65
501 – 2,500	100
2,501 – 5,000	200
5,001 – 10,000	400
10,001 – 25,000	630
25,001 – 50,000	1,150
50,001 – 100,000	2,210
100,001 – 200,000	3,300
200,001 – 500,000	5,300
500,001 – 1,000,000	6,300
1,000,001 – 2,000,000	7,400
2,000,001 – 5,000,000	9,000
5,000,001 +	Fixed rate 0.21% of order amount \$

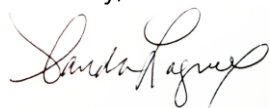
* This shipping and handling information does not apply to Cell Culture products shipped from Logan, Utah.

If you are a **prepaid or collect freight** customer, a **handling charge** of **\$100** will be applied to your order.

The shipping and handling charge for **Ice** will be a flat **\$35 per order**.

We thank you for your continued business and are committed to keep delivering best in class products for the years to come. Please feel free to contact your Cytiva Account Manager or our Customer Service organization if you have any questions regarding these shipping and handling charges.

Sincerely,



Sandra Lagueur
Commercial Excellence Leader - Sales
Cytiva