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Dear Pools Plus of the Carolinas Valued Customer,

As of today, April 19, 2021 we would like to update you on recent information we have received from our manufacturer, San Juan Pools.

It has come to our attention that the Texas Freeze has caused major setbacks in the production of raw materials to make Fiberglass Pools, Boats and just about everything in the plastics market. San Juan and many suppliers have declared Force Majeure which is defined as unforeseeable circumstances that prevent someone from fulfilling a contract.

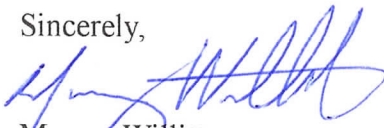
Throughout our 21 years in business, a shortage of Pools has never happened. San Juan has been at the forefront of Fiberglass Pool manufacturing since 1958. As soon as materials become available, they will begin manufacturing again and at that point we will be able to communicate how far behind projects will be. Just know, San Juan is a huge player in the market and when materials become available they will begin running at full force and creating the most beautiful hand laid pools we have all come to expect.

We understand this delay will be a minor setback for everyone including our Crew at Pools Plus. Pools Plus is one of the largest dealers with San Juan and this setback is extremely hard for everyone involved. We have 18 employees which are family and close friends who have been apart of our team for 21 years. It is very important for us to keep our employees working, and our #1 priority is to keep our customers up to date with the information needed once it becomes available.

We encountered one of the wettest January's and February's this winter of 2021 that I can recall. This has put us behind schedule from the start of the year. The good news is, we still have an inventory of pools to install and by the time we are caught up, we are hoping and feel positive that the shortage will be over, and we will be receiving our orders by then.

Please feel free to contact your sales representative or our office with any questions our concerns. Thank you in advance for understanding and patience, as this is out of our control and we will be keeping you updated in the coming weeks.

Sincerely,



Murray Willitts
President

“Where Excellence and Value Are Pooled Together”

www.poolsplus.biz



American Environmental Container Corp.
Manufacturers of San Juan Pools

Dear Valued Customer,

We would like to take this opportunity to thank you for choosing to become a part of the San Juan Pools family.

As an industry we've had several challenges over the course of this past year due to the pandemic which has caused the demand for our fiberglass pools to skyrocket. As our valued customer we want to thank you for your patience with our longer than normal turnaround times for your San Juan Pool. Rest assured we are doing all that we can to produce product and get it out to you as expeditiously as possible.

We want to keep you informed that there are a few factors that are causing additional delays. Due to the severe freeze that recently hit Texas - the already strained raw materials industry is under immense pressure and has informed us and other consumers of raw materials to expect delays, price increases, and shortages on everything from aluminum and vinyl to resin and fiberglass.

Given these circumstances, many manufacturers and suppliers of raw materials including but not limited to aluminum, vinyl, PVC, resin, and fiberglass have declared Force Majeure. At this time our production has been shut down due to lack of raw materials. We are unsure what the effects will be on pricing moving forward, but we have been notified of significant raw material cost increases. As a result San Juan Pools has also declared Force Majeure. Please keep all of this in mind and remain patient as we navigate through this unique situation.

It is our number one priority to keep you informed on this issue so we will be passing along more information as soon as it becomes available to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kirk Sullivan', is written over a light blue horizontal line.

Kirk Sullivan
President