

Hi All,

We have some important news to share with you regarding our playing card production and the overall customer experience for our production plant in Belgium.

In recent months, we've faced production and technical challenges at our current manufacturing facility. As a result, we haven't been able to provide the level of service we'd like to, and we apologize for any inconvenience this may have caused. In light of these issues, we've carefully considered our options to ensure that we can offer you the quality and service you deserve. After much thought, we've decided to move all European playing card production to our Fournier plant in Spain, starting production in January 2024. The Fournier plant is known for its expertise and commitment to crafting high-quality playing cards. By bringing all production operations to this facility, we truly believe we can enhance the reliability and efficiency of our processes, which will ultimately benefit you.

We know a move from one production facility to another can be precarious but were ensuring that the quality and capabilities of those in the Fournier plant will be on par or better than what we can offer out of Belgium today. Faster and even more reliable cutting with the same clean edge, same board and linen finish you're used to and a varnish that surpasses the current one in every test. With the same people that have developed the B9 true linen finish behind consulting our Spanish colleagues every step of the way.

Between now and January, we are experiencing a period where technically, all production is on hold. Several factors, such as capacity limitations, external dependencies, and unforeseen circumstances, have contributed to this situation. We understand the importance of timely delivery and are committed to finding solutions to minimize disruptions to your projects. Despite the production challenges, please be assured that we will do our best to prioritize certain critical projects and push them through, even in these trying circumstances.

However, it's essential to acknowledge that finding fixed answers or definitive timelines is just as challenging for us as it is for you at this time. We are actively working on assessing the feasibility of each project and will communicate updates with you regularly. Our team is committed to maintaining open lines of communication and providing any information we can about the status of your projects. As we navigate through these uncertain times, we sincerely appreciate your understanding and support. Please know that we are dedicated to finding creative solutions and overcoming obstacles to ensure the success of your projects.

This decision is all about making sure you get the top-notch service you deserve and holding ourselves accountable for any past issues. Your satisfaction and loyalty mean the world to us, and we're fully committed to providing you with the best products and experiences.

We understand that changes like these can raise questions, and we're more than happy to address any concerns you may have. Please feel free to reach out anytime for any assistance or information you need. Your understanding and support are genuinely appreciated as we work to improve our playing card production and enhance your overall experience with us. We're excited to serve you with even better efficiency and quality from our Fournier plant in Spain.

Thank you for your attention.

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