



March 11, 2021

Dear Dealer Partners,

HBF wants to make you aware of the temporary disruption to our capacity to produce some of our soft seating products. The recent winter storms in Texas and Louisiana have created a significant disturbance in the supply of chemicals used in the production of upholstery foam for the furniture industry. While HBF remains closely connected with our suppliers and their progress, until this industry has stabilized, we expect a continued delay as they repair facilities and resume production.

In an effort to mitigate the pain and frustration of our loyal clients, HBF is working diligently to identify alternative solutions, utilizing additional resources, and putting in temporary measures to maintain a strong position during this challenging time. We will extend lead times for soft seating to 8-9 weeks. In addition, the HBF Quickship program will be temporarily suspended. As predictability remains difficult, please consider placing your soft seating items on a separate order to help ensure accurate dating for the unaffected product lines. Additionally, proactively submitting your orders as soon as possible will allow HBF to have a clearer picture of any upcoming projects so we can plan accordingly.

The HBF Client Experience, Supply Chain and Scheduling teams are closely watching orders and foam inventory levels. Communication of impacted orders will be handled through HBF Client Experience Representatives. They will provide updates and any re-acknowledgements that may be required. We appreciate your patience and continued support during this unpredictable time and have our team available to answer any additional questions and concerns.