

Policy Update – Effective September 1st

At *Laci Mae's Laser Works*, we take great pride in the quality of our work and the relationships we build with our wholesale partners. We've recently received valuable feedback regarding quality control and communication, and we are committed to improving both for the benefit of our customers.

Price Adjustment

To support these improvements, including hiring additional team members for quality assurance and customer service, we will be implementing a 30% price increase on all wholesale orders effective September 1st. This change allows us to maintain high standards, improve turnaround time, and deliver the consistent experience you deserve.

Communication Expectations

We believe in mutual respect and professionalism. Starting immediately:

- Any customer who engages in non-constructive, aggressive, or disrespectful communication with our team will be prohibited from placing future orders.
- We will not tolerate any form of bullying, intimidation, or mean-spirited dialogue.

Vendor Relationship Boundaries

Please note that while we are proud to serve Wine & Design franchises, *Laci Mae's Laser Works* is an independently owned and operated business.

- Escalating any Laci Mae vendor issue to the Wine & Design corporate office will result in an immediate and permanent ban from ordering with us.
- Wine & Design corporate is not responsible for nor affiliated with the day-to-day operations or decisions of *Laci Mae's Laser Works*.

We remain dedicated to creating products that support your business's success and appreciate your continued partnership and professionalism.