



Brodart Co.

500 Arch St. Williamsport, PA 17701 ■ brodart.com



Subject: A Message from Brodart's CEO, George Coe

Dear valued partner,

The past few months have brought unprecedented changes to our industry, and I am sharing how Brodart is navigating this environment and what it means for you, our valued partner.

The sudden closure of a major competitor created significant disruption across all distribution channels. Like many others, we've been working diligently to manage the influx of unplanned business while maintaining the level of service you expect. This surge in demand, combined with increased order volume from existing customers, has led to some delays despite our team working extended hours. Please be assured that orders are being processed and shipped daily, and we are doing everything possible to deliver your materials promptly.

Our priority remains clear: to support the customers who have been strong partners and to grow responsibly with new customers we can serve in the same way. Our intention is to continue to offer our comprehensive cataloging, processing, and fully customized, shelf-ready services. While this may appear to be a period of expansion, it is not the result of a planned campaign, rather it is a rapid response to an industry-wide disruption.

As 2025 comes to a close, we are making the necessary adjustments by strategically scaling to ensure consistent service for all Library partners.

Thank you for your understanding and continued partnership during this unprecedented time. If you have any questions or would like to discuss these changes further, please reach out to your established Brodart contacts.

Best regards,

George Coe

CEO

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