



January 11<sup>th</sup>, 2022

Mighty Leaf Tea supply chain update

Dear Valued Customer,

As you're likely already aware, we've been unable to ship you several of the Mighty Leaf teas that you count on. We take this problem very seriously, and we continue to navigate the unprecedented slowdown of the worldwide supply chain.

As a premium brand, we produce proprietary blends and a unique package. One of our most popular blends contains eight ingredients from all over the world – everything from Croatian chamomile, to Nigerian hibiscus, to Australian lemon myrtle. Wrangling all our ingredients has been a problem for most of 2021, due to pandemic-driven labor problems in origin, a lack of shipping containers, and backed-up ports. But one thing we won't do is compromise our ingredients; not the flavor, nor the food safety testing, nor the strict EU standards that we follow.

Since the global shipping situation has been obvious since last spring, why are we struggling now? While it's truly a global problem, it's made up of specific shipping lanes. Last October, the foreign port that handles many of our teas lost a major shipping line when it suddenly closed operations; sailings then were cut in half while rates skyrocketed. Then, on December 1, just when we were ready to pull the trigger on an expensive air consignment to get back in stock, the foreign government closed its airspace indefinitely in response to the emerging Covid omicron variant.

When will we be back in stock? We have several shipping containers full of tea on the ocean right now, yet the arrival dates are in fact just anchoring dates, as all West Coast ports are still backed up significantly. Once docked, unloaded, and released, there are still delays with getting truck drivers, chassis, and winter weather to deal with. It's made the analysis of 'back in stock' extremely difficult, which is no doubt frustrating to you, and to all of our customers.

Will this continue forever with Mighty Leaf Tea? No! We have over twenty years of experience and a proven track record with our supply chain. However, we've had some significant lessons to learn over the last several months. Looking forward, over the next several weeks and months I believe we'll get back into stock on all of your favorite teas. That being said, I also believe there will be significant supply chain challenges stretching into summer 2022, so we'll have to stay on guard and act accordingly.

Thank you again for your patience in this difficult time, which is unprecedented in my 30-plus years of experience with global tea. With best regards,

A handwritten signature in cursive script that reads "Eliot Jordan".

Eliot Jordan

VP Tea

Mighty Leaf Tea, and Peet's Coffee