



Dear Customers,

We sincerely thank you for your business and look forward to bringing a little peace to your life and home with a new Bullfrog Spa. Going back just over a year, our world and company have faced challenges unlike any we've seen. For us those have included regional shut downs, unprecedented demand as people refocused on their home lives, as well as community-wide and private pain over health challenges and loss. Despite ongoing challenges, I want to assure you that we are resilient and our priority continues to be focused toward safely and reliably producing quality spas, specifically for you.

In recent days, Bullfrog Spas has been made aware that widely-reported extreme weather in the southern states has severely impacted key suppliers of raw materials. In addition, pandemic-related supply chain challenges persist. Unfortunately, due to these extremely challenging supply conditions, it will be necessary to reduce our near-term output forecasts. This is likely to affect the timing of spa deliveries over the next weeks or perhaps months. These supply challenges are fluid and fraught with unknowns. We are working day and night both monitoring and doing everything possible to resolve them. We will continue to provide updates to dealers as reliable information becomes available.

To be sure, these supply challenges create uncertain near-term conditions; however, we do not expect such conditions to persist on a long-term basis. Our future as a company is bright and we look forward with confident excitement to the time when we can deliver our industry-best products within more predictable time frames.

We understand your anticipation as you look forward to a new Bullfrog Spa and we apologize for the inconvenience delays like this create. We are sincere in our efforts to deliver your spa as soon as possible. Please stay in touch with your local dealer as they will continue to be the best source for information specific to your order. We sincerely appreciate the patience and understanding expressed by so many and welcome you to the Bullfrog Spas family!

Sincerely,

A handwritten signature in black ink that reads "Jerry Pasley".

Jerry Pasley, CEO
Bullfrog Spas