



August 22, 2022

To Our Valued Clients,

After much deliberation, we at Koko Boodakian & Sons have deemed it necessary to adjust our rates in order to keep pace with operating costs. Our storage fees have not changed in the last twelve years, however to continue to bring you the best service possible we need to adjust our pricing. Beginning in the new year, January 1, 2023, there will be a change to our storage conditions and fees. We are hoping this letter gives you enough time to make other arrangements if you decide not to continue storing with us.

#### UPDATED STORAGE CONDITIONS AND PRICING

- There is no storage fee for 60 days after cleaning and repair work is done, after 60 days storage fees will start accumulating
- Cleaning and Repair costs must be paid in full before storage
- Storage fees will now be based upon the size of your rug at 50 cents a square foot with a minimum storage charge of \$20 a month
- A valid credit card must be kept on file
  - Customer's may pay storage charges with an alternative payment method, however we must have a credit card on file
- All rugs will be required to be Moth Proof Bundled for storage longer than 6 months **NO EXCEPTIONS** (this is to protect both your rug and the other rugs in storage)
  - Moth Proof Bundles are \$3 a square foot
  - **After six months of storage at our facility we will automatically Moth Proof Bundle rugs and charge the credit card we have on file**
- Storage will be billed quarterly, customers can use the credit card on file, pay online via Quickbooks, or mail in payment
  - **If three quarterly payments are missed, rugs will be considered abandoned will be disposed of accordingly.**

This was a tough decision to make, and we understand how it affects our customers. Therefore, we thank you for your ongoing support and trust that these changes will help us continue providing you with premium quality and service.

As always, we welcome any questions or comments.

Gratefully yours,

*You Friends at Koko Boodakian & Sons*