



April 15th, 2026

To all our valued customers,

We are writing to inform you of some policy changes that we will be implementing due to market volatility, and a substantial rise in raw material and transportation costs. This decision has not come lightly, and we have kept any increases to you as minimal as possible. The good news? Most of you will receive your product faster with the same reliable service! We greatly appreciate your understanding as we navigate these unpredictable times.

Delivery Changes:

Delivery Route Day Changes Start May 1st, 2026! Delivery locations have not changed.

The Western Montana route (Missoula, Polson, Big Fork, Columbia Falls, Whitefish, Kalispell, Belgrade, Bozeman, Livingston, Big Timber, etc.) will load on Mondays and deliver Tuesdays/Wednesdays. The direct route to Bozeman will be combined with this route and deliver only on Wednesdays. There will no longer be a solo Tuesday delivery to the Bozeman area.

The Wyoming/South Dakota route (Gillette, Spearfish, Sturgis, Rapid City, Newcastle, Casper, Buffalo, Sheridan, etc.) will load every other Tuesday and deliver Wednesdays/Thursdays. The first delivery with this new schedule will be May 13th - 14th.

The Central Montana route (Lewistown, Great Falls, Helena, Butte etc.) will remain unchanged and deliver Wednesdays.

The local Billings delivery days will remain unchanged, Tuesdays and Thursdays.

Orders placed after 2:00 PM on load days may not be delivered until the following week. Please call to confirm any late orders.

You must have an established and current account to take advantage of our delivery services. We are not liable for damage or loss of material when customers are not present to accept delivery.

Delivery Fees:

Delivery fees are now \$20 for orders greater than \$100 and \$30 for orders less than \$100. We have kept this increase as minimal as possible. Compared with the increased costs on all UPS/FedEx/LTL shipments, it's a steal.



Policy Changes:

Credit Card Policy: All credit card transactions will be assessed a 3% surcharge, except where exempt by law. This fee is passed to your card issuer in its entirety. All credit card account credits will be issued to the customer's in-house account only.

Return Policy: Please inspect all orders immediately upon arrival. Any order discrepancies must be presented within 10 days of the invoice date to receive credit. Requests will not be honored after 10 days. All Montana Moulding and Sign Supply errors will be corrected at no cost to the customer. A 15% restock fee will be charged to all inventory returned for any other reason than a Montana Moulding and Sign Supply error. Any cut material is nonreturnable.

All special orders are noncancelable, nonreturnable, and nonrefundable. All discontinued and/or sale purchases are final and nonrefundable.

Miscellaneous Items:

We are currently working on updating various aspects of our website AND implementing an entirely new POS system! Please be patient with us during this process. There are a few inconsistencies in our website algorithms that affect pricing. Please give us a call for current rates until we are 100% complete in our upgrade process.

- Thumbnail pricing.
- Chop/Join pricing in frames utilizing less than 3' of moulding.
- Cut acrylic/plexiglass pricing.

We are, and will always be, committed to providing the highest quality of goods and services to our customers. Please feel free to reach out with any questions, comments, or concerns. Thank you for your continued support! We look forward to a productive and successful summer.

Sincerely,

Larry, Suzi and Brittney Kendall

Montana Moulding and Sign Supply