

Dear Valued Customer:

The entire global supply chain continues to experience immense pressure because of stresses caused by COVID-19 and related transportation issues. Consumers and businesses alike are finding it more difficult to get the products they want as quickly as they did only a few months ago. The most trying part about dealing with a global economic situation like this is that almost every type of product in every type of market is feeling the effect of product shortages and delays. Please know Bob Barker Company is working hard to provide you with the products you need as quickly as possible.

At a high level, there are many issues causing supply chain backorders. The COVID-19 pandemic resulted in worldwide factory shutdowns followed by high demand for products, plus a boom in the demand for healthcare products as the world tried to fight the virus. As demand for products increased, the need for shipping containers increased so much that many businesses couldn't find containers in which to ship their products. In this situation, not only do customers have to wait longer for distributed goods, but manufacturers can't acquire the materials necessary to build products, further extending the shipping times for manufactured goods.

Compounding the shipping issue, ports across the globe experienced labor shortages as workers had to quarantine, fell sick, or left their jobs seeking other opportunities. That meant ships that were fortunate enough to be full of containers didn't have the help necessary to offload their goods at the port, and today many of them float offshore for one to two weeks before they can obtain an open spot at the port. The problem grew inland as railways and other shipping methods experienced the same labor shortages and cost increases.

The lingering results of the pandemic mean delays in acquiring shipping containers, delays at the port, delays in manufacturing lead times, and delays in delivery. No business is immune to these supply chain issues or associated logistics costs, including Bob Barker Company.

To best serve you, we have a team dedicated to searching the globe to find additional vendors and materials, and to identify new means of transporting goods. As your partner, our primary goal is to ensure that you're successful, and that your operation remains safe and secure. Please do not hesitate to reach out to your dedicated Account Manager or call our Customer Service Team at 800.334.9880 for assistance.

Sincerely,

Riaz Merchant, Director of Purchasing & Sourcing  
Bob Barker Company



800.334.9880



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