



Dear Consumer,

The furniture industry has seen a dramatic increase in spending as consumers have focused on purchases involving the home. As a result, we have seen a significant surge in the demand for home furnishings and mattresses. This increased interest in our products has created a strain on our ability to manufacture and deliver product at the levels necessary to maintain the speed of delivery to which we are accustomed.

Due to record demand within the industry and challenges during the current pandemic, we adjusted our operations and facilities to protect our employees and increase automation. This has allowed us to produce and deliver product throughout the pandemic. Initial challenges forced reductions in the global workforce creating a void in product flow, which has affected the timeliness of deliveries. With the increase in demand, access to raw materials and shipping capacity has also become a challenge. This directly impacts deliveries and our capacity to manufacture. Ashley continues to work to find materials and shipping capacity by expanding existing partnerships and developing new partnerships to best serve our customers.

Product availability is improving daily and we are actively working to ensure inventory is improved across our line of products. There are still challenges with some of our upholstered and leather goods and anticipate this to continue in the short term before it begins to improve.

Thank you for your interest in our brand. We apologize for any inconvenience that may be caused by a delay in the shipment of your product(s). As the world's largest manufacturer of furniture, we are committed to providing high quality value driven products with a world class customer experience.

Regards,

Todd Wanek

CEO