

NOTICE

Graphic Innovations

ORAFOL® products sold through online retailer Amazon



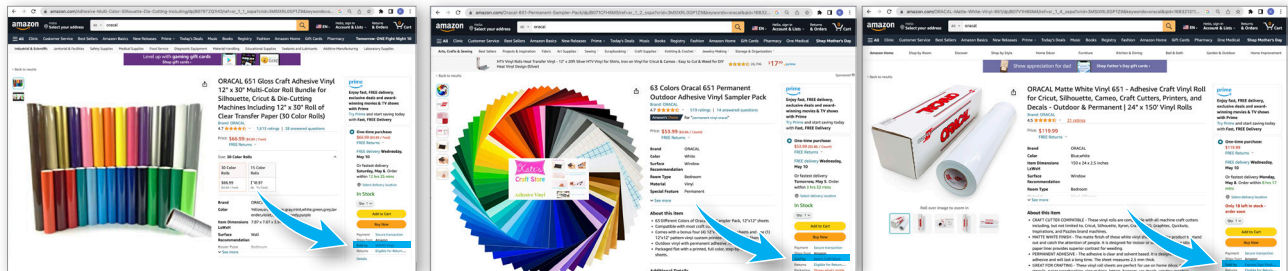
Thursday, May 4th, 2023

Dear Valued ORAFOL Customer,

We have noticed that many loyal ORAFOL® product users are frustrated about ORAFOL® products purchased through online retailer Amazon. Loyal users indicate instances of missing or damaged products in the shipment. **We want to inform you that ORAFOL Americas does not directly sell to Amazon or utilize Amazon fulfillment services to distribute our products.** Instead, we rely on our approved network of ORAFOL® Authorized Resellers to convert, package, and resell our products with quality and integrity.

We apologize for any inconvenience and appreciate your concern for upholding the ORAFOL® brand. To resolve these issues, please communicate directly with the seller on Amazon.

When viewing a listing on amazon.com, the seller's information is usually noted in the **Sold by section** located under the **Add to Cart** and **Buy Now** buttons.



At ORAFOL, brand integrity is of the utmost importance. We will continue to work with Amazon to ensure that the ORAFOL brand is represented accurately on Amazon's retail site. Please know that we hold all resellers to stringent requirements to become and maintain ORAFOL® Authorized Reseller status. When shopping online or in-store, look for the ORAFOL® Authorized Reseller logo to ensure you purchase from an approved and reputable reseller. You can also verify that the seller has met our approval standards by visiting the [ORAFOL Authorized Resellers section](#) under the **Contact tab** on our website.

For more commonly asked questions about ORAFOL® products, please visit the [FAQs section](#) of our website located under the **Support tab**. You'll find insightful information about general product knowledge, general application, wall graphics, graphic production, purchasing, etc.

Please don't hesitate to contact us with any questions or concerns.

Regards,

The ORAFOL Sales & Marketing Team

