



F E N T O N

Handcrafted American Glass Artistry

June 13th, 2005

VERY IMPORTANT NOTICE!

Dear Fenton Rep,

Many of you are aware that special custom merchandise can be ordered from Fenton outside the Regular Line catalog. Things like, colored bells with an engraved school logo, beverage and shot glasses, awards of recognition (just like the sales meeting) and much more can be ordered through **Special Orders**. From time to time reps call and investigate a special order item since we've not given you the sell sheets, pricing data and materials needed to generate the orders on a daily basis. I would like to formally present you with these materials and outline how this process operates.

I've enclosed recently updated color sheets and pricing for a variety of specialty marketing and recognition items. Please review the "Sandcarving Policy" and "Special Orders Policy" before attempting to work an order. There are a number of details you should understand before meeting with the customer.

I would envision that most of you have local schools, churches and clubs that would be interested in a nicer gift of recognition from Fenton. Furthermore, you may have a local festival or fair that could utilize the program.

Please review this information, follow up on any leads you have and add the program to your Rep Manual. If you have any questions please feel free to give me a call. Your official contact for placing special orders is the Special Order Department. Regular Fenton Customer Service will not take these orders so please ask for Jolee Huber (Special Orders Manager) or the Special Orders Department. I've enclosed a contacts list for clarification.

Thanks for your support of Fenton.

Regards,

Scott

