



Pennzoil-Quaker State Company
d/b/a SOPUS Products
150 N. Dairy Ashford Rd.
Houston, TX 77079

November 1, 2021

Dear Valued Customer:

We are continuing to see the market evolve in recent weeks with substantial volatility in the freight market beyond Shell's control. Diesel prices continue to increase, 7.8% since August and 34.7% since January; the driver shortage keeps escalating, now at ~80,000 drivers short or 30% increase from before the pandemic. Lack of truck and drivers are creating pressure on the ports slowing down the supply chain even on 24/7 operations (Ports of Los Angeles and Long Beach). In addition, availability of base oils, additives, and other raw materials used to manufacture our products continue to add to the costs of our production.

Effective December 1, 2021, SOPUS Products will implement a price increase of up to 15% on finished lubricants. In certain instances, the effective date and/or the amount of the price change may fall outside of these parameters. This adjustment is due in part to increasing costs of raw materials used in the production and delivery of our products.

SOPUS Products maintains the right to limit or allocate customer purchase quantities to the SKU level at our discretion to ensure equal supply opportunity across our customer base. Any large order quantities placed just prior to the price increase implementation date are strongly discouraged. Your SOPUS Products sales representative will be contacting you to review these details.

Please note:

- Orders received after the standard order cutoff time (4 p.m. local customer time) on November 30, 2021 will receive the new pricing.
- Orders must be for immediate shipment and confirmed for shipment to be valid. The requested delivery date cannot exceed the normal lead-time for any item on the order.
- Further, please be advised that acceptance of a purchase order will be effective upon all of the following conditions being met: 1) assignment of a reference number by SOPUS Products; 2) availability and shipment of product; and 3) issuance of a bill of lading or shipping notification evidencing shipment of product. Invoicing price is the price in effect at the time of order.

Your SOPUS Products sales representative will be contacting you shortly to personally discuss details of this price increase with you. We thank you for your continued business and support.

Best regards,

A handwritten signature in cursive script that reads "Bree Sandlin".

Bree Sandlin
North America Marketing GM

This letter contains confidential information for receipt and use solely for the addressee(s). If you have received this letter (or copy of it) in error, please delete and/or destroy it and kindly notify the sender.