

## Important Service Update: NetSuite Transition and New Website Launch

KELTEC is preparing to launch a new operating platform, including our transition to NetSuite, followed shortly after by a new KELTEC website and customer portal. These upgrades are designed to improve the speed, reliability, and overall experience we provide to our customers.

As part of this transition, there will be a brief service disruption affecting order processing, shipping, and certain website functions. Please review the important dates and details below.

### Key Dates and Order Fulfillment

Date	Service Update
Tuesday, <b>April 14</b>	<ul style="list-style-type: none"> <li>• Email, Phone, and Website orders will be accepted.</li> <li>• In-stock products will ship on Wednesday, April 15.</li> </ul>
Wednesday, <b>April 15</b>	<ul style="list-style-type: none"> <li>• Last day of shipping before the transition. Any open orders will begin shipping the week of April 20.</li> <li>• Email, Phone, and Website orders will be accepted.</li> <li>• Orders will ship the week of April 20. Ship date will be confirmed on April 20.</li> </ul>
Thursday, <b>April 16</b>	<ul style="list-style-type: none"> <li>• Email, Phone, and Website orders will be accepted.</li> <li>• Orders will ship the week of April 20. Ship date will be confirmed on April 20.</li> </ul>
Friday, <b>April 17</b>	<ul style="list-style-type: none"> <li>• KELTEC offices will be closed. Our team will not be available by phone or email.</li> <li>• Website orders will be accepted. Order acknowledgments will be emailed when orders are placed, but an order confirmation with KELTEC's sales order number and expected ship date will not be sent until April 20. <b>**Please note the website performance update below.</b></li> <li>• Email orders will be accepted. Order confirmation with KELTEC's sales order number and expected ship date will not be sent until April 20.</li> </ul>
Saturday, <b>April 18</b> and Sunday, <b>April 19</b>	<ul style="list-style-type: none"> <li>• KELTEC offices will be closed. Our team will not be available by phone or email.</li> <li>• Website orders will be accepted. Order acknowledgments will be emailed when orders are placed, but an order confirmation with KELTEC's sales order number and expected ship date will not be sent until April 20. <b>**Please note the website performance update below.</b></li> <li>• Email orders will be accepted. Order confirmation with KELTEC's sales order number and expected ship date will not be sent until April 20.</li> </ul>
Week of <b>April 20</b>	<ul style="list-style-type: none"> <li>• KELTEC offices will be open. Our team will be available by phone and email.</li> <li>• Phone and Email Orders will be accepted</li> <li>• Website orders will be accepted. Order acknowledgments will be emailed when orders are placed, but an order confirmation with KELTEC's sales order number and expected ship date will not be sent until the order is processed.</li> <li>• All orders will be processed within 24 hours of receipt.</li> <li>• <b>**Please note the website performance update below.</b></li> </ul>

**PLEASE NOTE: Our standard shipment lead time will change during this transition. We will include the expected ship date for your order in your order confirmation.**

## **\*\*Website Performance Update**

- The current KELTEC website will remain available until the new website launches.
- Orders can still be placed online during the transition period.
- Inventory will continue to update twice daily.
- For time-sensitive orders involving low-inventory items, please contact your Sales Representative or Customer Service at (330) 425-3100.
- Order history will stop updating on or around April 16.
- Invoice information will no longer be available on the website starting April 16.
- Online invoice payments and credit card transactions will no longer be available on the website starting April 16.
- For questions regarding past orders, invoices, or payments, please contact your Sales Representative or Customer Service at (330) 425-3100.

## **New Website and Customer Portal**

- The new KELTEC website and customer portal are expected to launch between April 27 and May 15.
- We will communicate the final launch date once it is confirmed.
- The new platform will provide improved speed, stronger reliability, and enhanced product search capabilities.
- If you would like to register for a demonstration of the new website, please complete the following registration form. [REGISTRATION FORM](#)

We apologize for the brief disruption to our normal service and appreciate your patience. These changes are an important step in improving the overall KELTEC customer experience.

**Thank you for your continued partnership.**

The KELTEC Team