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Dear Dival Safety,

I want to make you aware of a recent quality concern identified with our Asphalt boot. A small number of pairs in the field have experienced outsole delamination. While reported complaints represent less than 1% of overall sales, this falls short of the standards we hold for HexArmor products.

This is a small issue relative to the thousands of pairs in use, but we believe even isolated concerns deserve immediate attention. We are being proactive, getting ahead of the situation with transparency and swift action. By sharing this openly, we aim to reinforce trust and ensure every HexArmor product meets the reliability our customers expect.

Please know this has our immediate attention and we are taking swift corrective action. The following steps are in process:

- **Pause:** We are suspending all sales of the Asphalt Boot across all channels and recommend you stop selling the Asphalt Boot.
- **Root Cause Analysis:** Our product and manufacturing teams are actively investigating the outsole bonding process to isolate the contributing factors.
- **Corrective Measures:** Adjustments to materials and production methods will be underway to strengthen adhesion and prevent recurrence.
- **Quality Assurance:** We are implementing enhanced quality checks focused on outsole bonding, which will be added into production as these changes take effect.
- **Retailer Support:** To protect your business, HexArmor will take back any existing Asphalt boot inventory, issue full credit, and cover all return shipping costs. If a customer experiences a defective pair, we will provide a full wholesale refund. This ensures transparency, protects your customers, and reinforces our commitment to stand behind every product we make.
- **Speed-to-Market:** We are working on a speed-to-market solution to have quality adjusted asphalt boots available before asphalt season begins.

We understand that reliability and trust are critical, and we want you to feel confident that HexArmor is addressing this issue with urgency. Our goal is to not only correct the problem but to reinforce our commitment to delivering durable, dependable products that your customers can rely on.

We will continue to keep you updated on progress and are available to answer any questions or assist with customer concerns. Thank you for your patience, partnership, and trust as we work quickly and decisively to resolve this matter.

Sincerely,
Tom Stolz
Director of Sales
HexArmor