

SERVICE CHANGE BULLETIN – PRICE INCREASE FOR PETROLEUM TESTING SERVICES – July 01, 2021

Dear Valued Customer,

This letter is to inform you that Paragon Laboratories is implementing a modest price increase across our scope of petroleum testing services – Effective July 01, 2021

- This price increase ranges from 5% to 9% on petroleum testing services.
- For any client not under contract pricing, and not under current quote period pricing, the new pricing will go into effect immediately (July 1st, 2021).
- For clients under contract pricing or under quote period pricing, the new pricing would go into effect at the expiration of such.
- A detailed price list reflecting updated service pricing will be available on our website 7/1/21

At Paragon Laboratories, we are dedicated to providing streamlined testing and accurate results to our customers at a competitive price. Like any business though, our own operating costs do increase over time, and to maintain the high level of service you are accustomed to, this moderate price increase is necessary.

Reasons for the increase:

- To offset the normal impact of inflation on our business expenses
- To offset specific consumable cost increases (specifically over the past 18 months)

We understand the impact this pricing change may have on some of our customers, though we are confident that our updated prices remain very competitive within our sector. Please note that this is the first price increase Paragon Laboratories has implemented in this market since January 2019 - which shows our continued commitment to controlling costs within our business.

We look forward to continuing our successful business together for many years to come.

Sincerely,

Rich McKenzie
Vice President of Customer Experience
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