

Important Notice

Fuel Surcharge Increase and Store Handling Fee – Effective 30 March 2026

Dear Valued Customer,

Following our recent communication regarding the introduction of a temporary fuel surcharge, we would like to provide a further update in response to ongoing market conditions.

Diesel prices continue to rise and remain at elevated levels. In addition, we are now seeing widespread cost increases across our supply chain, with suppliers and transport providers applying additional surcharges.

As a result, the following changes will apply:

1. Temporary Fuel Surcharge Adjustment

The fuel surcharge will increase from **\$20 to \$30 per delivery**, effective Monday 30 March 2026.

This remains a temporary measure and will be reviewed in line with fuel price movements.

2. Store Handling Fee

A \$15 per order fee will be introduced for goods **picked up from our stores**, effective Monday 30 March 2026

This reflects the increasing cost of inbound freight, handling, labour and operational activities required to receive, process and make goods available for collection.

We have worked to keep these adjustments as measured as possible while responding to significant and ongoing cost pressures.

We will continue to monitor market conditions closely and review the fuel surcharge as appropriate.

We appreciate your understanding and continued support.

If you have any questions, please don't hesitate to contact any of the No.1 Roofing & Building Supplies customer service specialists.

Kind regards,

No.1 Roofing & Building Supplies