



GWA
Bathrooms & Kitchens

Caroma Industries Limited
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t 13 14 16
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Level 24
100 Mount Street
North Sydney NSW 2060

4th March 2024

DELETED PRODUCTS JANUARY – SYSTEM MAINTENANCE ACTION REQUIRED TO ENSURE ONGOING EDI SUCCESS

Dear XXX,

The key to the success of future innovation and growth is the continued active management of our product portfolio. We are committed to creating a focused product portfolio that is commercially successful, makes it easier and simpler for you to manage, and enables us to accommodate new growth driving opportunities faster.

Following a considered review, the attached list of products have been deleted in the Australian market. We have zero stock of these products; their status to Obsolete in our systems is imminent.

Please remove these deleted products from your ordering systems and websites immediately.

This system maintenance is critical to ensure ongoing EDI success as the inclusion of any Obsolete product on an EDI order will cause the entire order to fail; failed orders are delayed as they are held for manual resolution by the GWA customer service team.

Where there is a direct alternative available for a deleted product we have provided that sku code and description. While there is not a direct alternative for every deleted product, we are confident that across the portfolio you will find a replacement that meets your needs.

We appreciate your action and thank you for your ongoing support. If you have any enquiries, or need assistance with identifying replacement products, please reach out to your GWA representative as the first point of contact or Customer Service on 13 14 16.

Kind regards,

Craig Norwell

General Manager, Sales

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