



Dear Volcom Retail Partners,

As we all trade through this difficult chapter we wanted to give you full visibility on how Volcom is approaching Open Orders, Settlement Discounts and future indent structure for 2020.

We are deeply saddened by the current situation we are all going through and will do everything in our powers to support and work with our accounts.

Please see below:

Open Orders

Current open orders are on hold. Upon request future indents can be shipped along with any new at once orders placed.

Settlement Discounts

- Settlement discounts are available please contact customer service regarding your outstanding account and options to receive discount.

Winter/S2 Orders

- Adjust delivery anytime from now to **August**.

Spring/S3 Orders

- We are expecting some erosion and possible delays with the global disruption. We request your assistance with holding adjustment requests until we can provide visibility.
- Delivery adjustment **August - November**



- **Summer/S4 Indent** Delivery adjustment **Nov – Jan** delivery.
 - Focus will be core stable product lines and delivering fresh capsules for the key trade period.
 - Order cut off May 15th in order to deliver November product safely. Your sales reps will be in contact end April for your virtual showing.

	2020										
	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
S1 OLD											
S1 NEW		S1									
		DISSRUPTION									
S2 OLD											
S2 NEW			S2 - ADJUST OUT								
S3 OLD											
S3 NEW						HOLD S3 IN PLACE. SHIFT 1- 2 MONTHS					
S4 OLD											
S4 NEW									SMALLER S4		
CORE											