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## Ferro Laser Marking Materials

Updated July 1, 2015

Dear TherMark Customer:

Ferro Corporation acquired TherMark Holdings Inc. on February 25, 2015. We welcome you as a valued customer and look forward to working with you in the future.

Please direct all inquiries for open orders and for new orders to Ferro Customer Service, Washington, Pennsylvania.

Customer Service Associate is: Lisa Bedillion

Phone: (724) 207-2187

Fax: (724) 228-6659

Email: [lisa.bedillion@ferro.com](mailto:lisa.bedillion@ferro.com)

Technical Service Associate is: Dennis Gilmore

Phone: (724) 207-2070

Email: [dennis.gilmore@ferro.com](mailto:dennis.gilmore@ferro.com)

Hours are Monday – Friday, 8 A.M. – 4:30 PM EST.

**Open payables:** All invoices that are open with TherMark as of February 25, 2015, and all future invoices from Ferro, should be paid to Ferro Corporation at remit to address: P.O. Box 5831, Cleveland, Ohio 44193-1022. For additional Ferro banking information including wire transfer, ACH, etc., please contact Ferro customer service.

**Vendor address information:**

Manufacturing/Shipping Address: 251 West Wylie Avenue, Washington, PA 15301

Ferro Corporation Headquarters: 6060 Parkland Blvd., Suite 250 Mayfield Heights, OH 44124-4185.

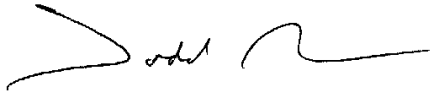
**Sales Tax:** Ferro has sales tax responsibilities in the following states: Arizona, California, Georgia, Kentucky, Illinois, Indiana, Massachusetts, Missouri, Michigan, New Jersey, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, and Washington. If your receiving location is located in one of these states, Ferro is obligated to collect sales tax and will add this tax to your invoice. If you are exempt from such tax, please send your tax exemption certificate to Lisa Bedillion by email or fax. Please note: Ferro will not be able to credit tax to you after it is collected and submitted to your state agency. Thus, it is important that you promptly provide valid exemption certificates to Ferro at the time you place your first order.

**Credit Cards:** Ferro gladly accepts American Express, MasterCard, and Visa as payment. Please provide your credit card information when you place your next order, or, if you would like us to add it to your account information now, please contact Lisa Bedillion.

**Website Shopping:** The shopping cart function will continue to be available to you on the website ([www.Thermark.com](http://www.Thermark.com)). Ferro now accepts orders totaling \$500 before shipping costs and taxes. Orders for less than \$500 will need to be placed with distributors. Please visit our website [www.thermark.com](http://www.thermark.com) for a list of our distributors.

Ferro appreciates your business.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Barson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Todd Barson  
Product Manager  
Dinnerware, Industrial, and Laser Marking Products