

NOTICE REGARDING PRODUCT SUBSTITUTIONS

Due to unprecedented supply and demand issues, some of the plastics, textiles, and foam products we use may need to be substituted with very little notice.

We promise when making material and product changes we will:



- Strive to maintain the intended product’s functionality and cost dynamics
- We will inform our customers of product substitutions and alternatives
- Samples will be available for your review and testing
- Consider and adjust the associated supply chain and cost changes as required

Our products “primary functionality” is determined by a combination of the materials we use. The primary function of most of our products is to protect parts from damages such as scratches and scuffs and ultimately to reduce the number of parts that are damaged in WIP, storage or transit. Damage is caused by many physical actions and accordingly our products, by design, reduce the effects of the actions causing damages.

For example, foam is used as a cushioning component in our products. The cushioning characteristic is a function of foam thickness, and density. We may substitute a thicker or thinner foam with a higher or lower density foam to achieve that primary characteristic.

A substitute for 6mm XLPE, 2lbs foam could be 4.8mm XLPE, 3lbs foam – the substitute foam would be slightly thinner but overall, the product weight would be very close, and the primary function of IMPACT resistance would be very similar.

Similar “characteristic” substitutions might be necessary in other products. In each case we review the products to determine the most suitable substitution available based on the primary characteristic requirements, as well as secondary and other required attributes, and finally the strength of the supply chain to maintain a substitute’s availability and cost.

Think of substitutes as round pegs and the problems we’re trying to solve are wide squares. Good substitutes will fit and solve the problem in predictable ways.

We may even find improvements!