



Dear Customer,

I am delighted to announce that Rubies will shortly be launching new payment gateways for our business-to-business website.

Our payment gateway provides the following enhancements:

- 24/7 online ordering
- Real time inventory info
- Faster order processing
- No more waiting for payments to be taken over the phone

This allows us, whenever possible, to commit to shipping orders within one day of receipt (Orders placed by 12 noon).

I'm pleased to let you know there are further exciting changes happening here at Rubies.

As of the 1st of November 2023, Rubies will be simplifying the pricing structure. This means there will be price changes for all customers. Please keep an eye out for the price list, which will be available later this week. This will be emailed to you, as well as being made available on the 'My Account' page on the website for your convenience.

The new pricing will be applicable to all orders dispatched after the 31st of October. To take advantage of the current prices, please ensure all orders you have placed are requested to be dispatched by the 31st of October.

To help our customers receive the stock on backorders in a more efficient timeframe, we are introducing regular email updates on the status of the stock. Going forward, you will receive an email with a report showing allocated lines across your outstanding orders. These allocated lines will be dispatched to you on the third working day after sharing the summary. Please ensure you communicate any changes to your backorders to our customer services team, who will be happy to amend your current order.

Finally, over the next month we will be introducing several new updates, including improved listings and digital downloads to further improve your purchase journey with Rubies.

These changes in our pricing and back orders will enable us to continue delivering a high-quality service and help ensure your business is given full support from the team here at Rubies Masquerade.

Yours Sincerely,

Tim Mulhall
Chief Executive Officer

