



January 15, 2021

Dear Customer:

Throughout the years we have strived to keep our pricing as stable and conservative as possible. Over the past year the global landscape has changed to the point we are having to adjust our pricing. Effective February 1, 2021 all newly issued quotes will have the newest pricing. Quotes expire in sixty days and so by April 1, 2021 non-active quotes will be re-quoted using that current pricing.

We understand that sometimes budgeting takes longer than the sixty days and we are willing to honor quotes past the sixty days as long as we are aware that it has been put into the budgetary cycle. Your TAI contact will be able to assist you with keeping your quote active. We will continue to work closely with you to find innovative ways to lessen the impact of this increase during these unprecedented economic times.

We are always striving to provide the best “bang for your buck” while not losing quality. One thing that will remain constant is our high level of customer service.

We appreciate your business and will continue the goal of being the best supplier to you, our valued customer. If you have any questions, please feel free to reach out to me.

Sincerely,

Emily

Attached: Two Extreme Scenarios

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Scenario 1:

School A has interest and requests a quote. The quote is valid for the standard sixty days. During that sixty days there was a price increase.

School A has been working on the funding source for three months. They just received word that they can have part of the money from the next budget year (five months away). They will begin searching for grants and fund raising for the remainder of the money. It takes two full years to get the money fully secured.

School A has been communicating and keeping up on the progress with their TAI contact/representative throughout this entire process.

School A now issues a Purchase Order from technically a two-year-old quote. But because they have been communicating and keeping up on the progress their “expired quote” has been noted and updated to allow it to still be valid.

Scenario 2:

School B has interest and requests a quote. The quote is valid for the standard sixty days. During that sixty days there was a price increase.

School B has been working on the funding source for three months. They just received word that they can have part of the money from the next budget year (five months away). They will begin searching for grants and fund raising for the remainder of the money. It takes two full years to get the money fully secured.

School B issues a Purchase Order from the two-year-old quote. Unfortunately, TAI was unaware of the progress and will be unable to accept the PO for its current amount. School B will be notified that there had been a price increase and will issue a new quote.