

Friday April 12<sup>th</sup>, 2024

Dear Customers,

We've learned that a small percentage of our hoses may have material thickness inconsistencies that can exhibit as small leaks developing within a short period of use.

If you are one of those few who have experienced this issue, both we and our Melbourne manufacturer are deeply sorry for any inconvenience this may have caused you. We would appreciate the opportunity to rectify this promptly for you.

To cover any later emerging problems, we are extending our warranty on any potentially affected hoses to five years and have enhanced our warranty claim procedures for faster processing.


In the past we have always spot-tested samples of every hose batch from our manufacturer. However, due to the delayed nature of the fault, we could have detected some cases ahead of time. All the same we have now instilled additional testing steps on every unit.

As has always been the case, if you encounter any issue with your Flat Out International hose, Multi-Reel or other items, contact us immediately and we will arrange repair (where applicable) or replacement at no cost to you.

We wish to express how much we value you as our customer. We thank you for your belief in our product and business. If you are someone affected by a faulty hose, we appreciate you might have lost some of that faith, and we intend to work hard to win your belief in us back again.

Thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Zoe Van Mill". The signature is fluid and somewhat abstract, with several overlapping loops and strokes.

Zoe Van Mill  
Owner, Director