



November 17, 2025

Dear Valued Customer

I hope this message finds you well. I am reaching out to share an important update regarding our seating and positioning product line.

As part of our continued commitment to strengthen our operations, improve efficiencies, and support long-term growth, we are transitioning seating and positioning manufacturing to our facility in Reynosa, Mexico.

Please note that Sales and Customer Service are not included in this transition. These teams will continue to operate as they do today, and service will remain based in the same regional locations to ensure continuity and accessibility for our customers.

All orders will continue to be placed and processed through our Simi Valley location. Our wheelchair production team and Simi Valley quality team are working closely with the Reynosa facility to maintain the craftsmanship, consistency, and quality standards you rely on.

During the initial phase of this transition, there may be a temporary extension of approximately 5–10 business days in production lead times. We anticipate returning to our standard 10-day turnaround by Q1 2026.

We truly value your partnership and want to ensure this process is as seamless as possible. If you have any questions or would like to discuss your orders or schedules, please feel free to contact us.

Thank you for your continued trust and support.

Warm regards,

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Plant Manager, Freedom Designs

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