

**Some of the customer messages we have received since sending notification of the Turpentine crisis and impending price increase:**

Hang in there, I cannot imagine trying to replace your product. I will pay more if that is your only recourse. – JY

Keep making it...people will pay for quality! – AT

Thank you for the e-mail. By all means do not discontinue your product. I'm sure many others like me would rather pay more for a good product than see it disappear. As for where you obtain your ingredients I think you have to do what ever you can to make your product work for your business. If that means you have to obtain some ingredients from outside the USA then you have no choice. Good luck. -- JK

...I bought "the juice" for myself and also had it shipped to my dad's....Thanks for keeping me posted. I will not be surprised when "the juice" goes up in price. The quart I bought will last me at least a year so I will have to deal with the outcome later. – SS

...It is interesting that I heard from you today as I was just using your product. I am restoring some antique furniture that was submerged in the floodwaters in New Orleans for 3 weeks. The dirty water wreaked havoc on the old oak furniture that belonged to my great-great grandmother. Yesterday I unwrapped an ornate carved oak mirror that is my favorite piece of the collection. It had water marks about half way up its four foot by three foot frame. Yesterday I disassembled it... the mirror glass is more than 3/8th of an inch thick! I then reglued it and today I went out with the Kramer's. As the sooty black gunk came out of the crevices the original oak color started to come back. I am thrilled to report that not only does the damaged part look good... it looks as good as the dry section...that from Kramer's alone....Please keep making Kramer's. Tell me how and I will make the turpentine for you. I need your product. – LF

Your wonderful product is worth buying at a substantial price increase. Just, PLEASE, don't stop making it. – KC

It is a shame that the day has come. I was in the pharmaceutical industry for many years. Once upon a time, the overwhelming majority of the US market was supplied from the US. Today, Singapore and Ireland and Puerto Rico (tax havens) are doing most of the manufacturing. They used to tell us "it's a global economy now", when they downsized the US workforce. So while I regret the turpentine will come from somewhere else, you can't stop making your fantastic product. Go ahead and raise the price. There's nothing else out there like your stuff and I, for one, am willing to pay a little more to keep it coming. – J

Thanks for the update. I love your product and will continue to buy it, in spite of the price increase you require. It truly is a magical product that brought back our dried out door to a beautiful sheen. I won't let that happen again! I appreciate the information about turpentine. Who knew? I will pass on this alert to as many people as I know. – SH

I bow to you, with the utmost respect. I appreciate your difficult decisions. I will remain a loyal customer. – CL

I don't use much of your product but I will continue to do so, even if you have to raise your prices. It is the greatest! – KO

Thanks for the info about your problems securing U.S. turpentine for your products. I have forwarded the information to some friends who also purchase Kramer's good 'stuff'. – FY

I say do what you have to keep a great product going. Even if it means using one ingredient from outside the U.S. and/or a slight price increase. This stuff is the best I've ever used to clean gunstocks. Nothing else even comes close. – BP

Don't give up, we love your product!!

Thanks so much for including me on your list of "best" customers. I don't use a lot of Kramer's, but when I need it for a special project, nothing else works as well. – TB