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Knowledge • Skill • Expertise

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Dear Customer,

We wanted to provide you with an update regarding the availability of our One Piece and Gold needles.

Over recent months, we have seen a sharp and unexpected rise in demand for these products, likely driven by shifts in the market. Our manufacturing process is carefully scheduled around forecasted demand and planned well in advance, which means it cannot easily be adjusted at short notice.

At present, we are out of stock of our One-Piece needles in all sizes. In our Gold range, we are low on stock across all sizes and currently out of stock in sizes 4 and 5 (regular).

We are actively working to increase our production capacity to meet this growing demand. However, a significant portion of our current setup remains dedicated to producing our stainless-steel Two-Piece needles. Internal adjustments are underway to expand our One Piece and Gold production, but this transition will take some time.

Additionally, we have encountered supply chain challenges affecting the availability of certain materials, which have contributed to delays in production.

Please be assured that we are doing everything possible to resolve these issues quickly and to restore full stock levels as soon as we can. We sincerely apologise for any inconvenience this may cause and greatly appreciate your patience and understanding.

To help address your questions, we have prepared the following Q&A:

1. **When will One Piece needles be available again?**

We had originally hoped to have stock available in October 2025, but due to unforeseen supply chain issues, this is no longer possible. We now anticipate having stock available in early December 2025. We sincerely apologise for this delay and appreciate you're understanding and patience.

2. Why is there a delay?

We are experiencing a temporary production challenge due to increased demand and supply chain issues affecting various materials. These factors have slowed production, but our team is actively working to resolve them as quickly as possible.

3. What is being done to prevent this from happening again?

We are strengthening production planning and exploring additional options to secure long-term supply, including investing in additional manufacturing capabilities.