

Hansgrohe, Inc.

2/8/2021

Re: Shipping and Customer Service Update

To Our Valued Customers,

As we continue to navigate these challenging times and market conditions caused by the COVID-19 pandemic, our thoughts are with those affected by the virus in the U.S. and around the globe. At Hansgrohe, the well-being and safety of our teams, customers, and communities are our top priorities.

Unfortunately, our onsite staff has been impacted by the pandemic, and the industry is experiencing supply chain and staffing challenges. Those challenges and the increase in demand for hansgrohe and AXOR products have resulted in extended order fulfillment times. As we closely monitor this evolving and fluid situation, we are continuously implementing measures to ensure our staff's health and safety and make changes to our processes to improve lead and response times.

Improvements we have implemented:

- Significantly increased the production facility staff with qualified and skilled people
- Increased staff in the shipping department
- Continuously optimizing our production footprint

Ongoing improvements:

- Actively seeking additional personnel for the customer service team
- Improving the self-service tools, including the customer portal, stock report, and our hansgrohe PRO website

With the continuous increase in demand and inquiries, we genuinely appreciate your understanding that our response time may be longer than usual. We are dedicated to improving service levels, and we appreciate your patience during this time.

Our goal is to provide consistent communication, reduce lead times and deliver timely responses in the upcoming months. To this commitment, we will give more information and available updates in March 2021.

If you have an immediate concern, please contact Sales Support at [sales.support@hansgrohe.com](mailto:sales.support@hansgrohe.com)

Sincerely,



Oliver Bahr  
President  
Hansgrohe, Inc.