

Hansgrohe, Inc.

4/14/2021

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 safety and well-being of our teams, customers, and communities are our top priority.

Unfortunately, our onsite staff has been impacted by the pandemic, and the industry is experiencing increasing supply chain and staffing challenges. These 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 while making changes to our processes to improve lead and response times.

Improvements we have achieved since March's Communication:

- 40% production volume increase over prior year
- Production and shipping department now staffed at 95% of needed levels
- Continuously adding personnel to customer service team with streamlined training to onboard associates faster

Ongoing improvements:

- Facility investments to improve speed to market
- Continuing efforts to add qualified personnel to the production, shipping, and customer service teams
- 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. In line with this commitment, we will provide more information and available updates in May 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.