

Hansgrohe, Inc.

6/25/2021

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 industry is still experiencing increasing supply chain and staffing challenges. These challenges and increased demand for hansgrohe and AXOR products have resulted in extended order fulfillment times. As we closely monitor this evolving and fluid situation, we continuously implement 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 May's Communication:

- Further production volume increase over prior year
- Production and shipping department now staffed at 98% of needed levels
- Continuously adding personnel to the customer and technical service team with streamlined training to onboard associates faster
- Onboarded 4 customer service associates in June

Ongoing improvements:

- Facility investments to improve speed to market with a focus on finishes
- 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, as well as enhanced phone options (including call back feature)
- Continued focus on the production of the full breadth of AXOR and hansgrohe collections, and migration of production to USA location to improve speed to market

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 July 2021.

If you have an immediate concern, please contact Sales Support at sales.support@hansgrohe.com.

We wish you a happy, blessed, and wonderful 4th of July holiday.

Sincerely,
Your Hansgrohe Team