

BSH Home Appliances Corporation, 1901 Main Street, Suite 600, Irvine, CA 92614

October 12, 2021

Dear BSH Partners,

As the challenges on our supply continue, I would like to thank you all once again for the continued hard work on the front lines. Unfortunately, we continue to see the changing effects on component shortages and delays forcing us to adjust almost daily. Our efforts to manage the expectations with transparency are ongoing, including posting current frequently asked questions documents on our Bosch and Thermador websites. You can direct your customers here for additional information.

Once again, we need to inform you, and your entire organization, of newly developed shortages and extended delays with the supply of Bosch laundry.

Effective immediately, all new non-Builder contract laundry ORDERS will automatically be entered with a Requested Delivery Date (RDD) for April 1st, 2022 or until the situation improves. Current inventory and inbound production levels are sufficient to continue filling Builder contract order requirements through that time. **All existing Consumer and other non-Contract orders already in our system are expected to be filled throughout Q4.**

Let us all continue to be upfront on this topic; making sure consumers arriving at your showrooms are informed about this situation when making their purchase decision. We want to make sure that every effort is being made to keep you and our customers informed and set their expectations appropriately. We have learned the importance of reducing your sales team's burden during these difficult days and please let them know we appreciate their partnership and patience.

Please do not hesitate reaching out to your respective sales manager or me if you have any questions.

Sincerely,

Christopher Kaeser



Senior Vice President, Sales
BSH Home Appliances