



Dear Valued Customer,

LAPP North America remains open and we are committed to fulfilling/shipping orders to our valued customers. However, effects of the COVID-19 virus have caused changes in the transportation environment. **In order fulfill your current or upcoming order, please confirm the following prior to shipment if you have made any changes to your operations:**

- Delivery availability: Mon – Fri (Yes) All / _____ (indicate days available)
- Current hours for receiving: _____ am to _____ pm
- Day of delivery contact _____ phone #: _____
- Restrictions to delivery: _____
- Any special receiving instructions: _____

LAPP is standing committed to delivering all shipments to our customers and need your support. We appreciate your understanding if deliveries are delayed due to COVID-19 logistical restrictions impacting our transport partners.

Rescheduling notice required

We understand that continually evolving COVID-19 restrictions are causing disruption to business practices.

Therefore, if you are unable to receive your shipment, please contact customer service:

- **US customers:** call 800-774-3539 or customerservice@lappusa.com
- **Canada customers:** call 905-820-5492 or customerservice@lappcanada.com

Air freight quoting process & restrictions

Due to the airfreight restrictions and rising costs resulting from COVID-19 we reluctantly are being forced to make the following changes to our quoting process.

- All air shipments from Europe will be quoted separately with air freight charges based on weight and dimensions.
- Quoted air freight cost and lead times are estimates only, subject to change at time of booking.
- Sea freight quotes remain unchanged at this moment – 6-8 weeks to New Jersey. We will inform you if the situation changes.
- Standard B&C quotes with a lead time of 3 - 4 weeks to New Jersey are not available at this time.

Non-deliverable shipments & transport charges

If our transport partners attempt delivery and they are not able to deliver your shipment, unfortunately you will still be responsible for all shipping, redirect, or other incurred transportation charges.

We do apologize for this inconvenience, and will continue to keep you advised of any changes to your shipment or delivery.

Thank you for your anticipated response and understanding during these COVID-19 times of uncertainty.

Sincerely,

A handwritten signature in cursive script that reads "Stella Kaplansky".

Stella Kaplansky
Director of Logistics
LAPP USA & Canada