



Metrohm USA, Inc.
9250 Camden Field Parkway
Riverview, FL 33578

March 17, 2020

Dear Customers,

The goal of the training team at Metrohm USA is to deliver the best customer learning experience possible by teaching customers the function and capabilities of their instrument. To achieve this, our training courses are heavily oriented towards hands-on learning and close interaction between trainees and instructors.

Due to ongoing concerns about public health and safety created by COVID-19 we have made the decision to temporarily suspend our facility-based and custom training courses until further notice. This isn't a decision that was reached quickly as we understand it impacts your schedule, however, we believe the health and safety of everyone involved takes precedence during this challenging time.

I deeply apologize for any inconvenience this may cause, but the health and safety of everyone is of the utmost importance. We will resume training again as soon as possible, and we will reach out to anyone impacted by this change to reschedule as appropriate. For everyone currently enrolled in a training course or on-site training, we will gladly accommodate you in a future class or you may choose to cancel your registration without penalty.

If you have any questions, feel free to contact me directly. We look forward to welcoming you at our offices and visiting you again in the near future.

Best regards,

A handwritten signature in black ink, appearing to read 'Michael R. Murphy'.

Michael R. Murphy, Ph.D.
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