



April 2020

## **We face the difficult times!**

Dear Sir or Madame,

Due to recent events we have to inform you today about possible upcoming problems caused by the Coronavirus SARS-CoV-2. The spread of the corona virus is increasingly and causing restrictions in all areas of society. Unfortunately, the construction sector is not spared either.

We have already informed our customers about possible delivery bottlenecks. Despite expected restrictions we will try to fulfil all delivery agreements on time. In individual cases we will have to refer to force majeure according to BGB § 275 or 313. If our departments or our locations have to be temporarily closed, we can no longer completely ensure many processes.

Deliveries could possibly no longer be cancelled in due time in case of warehouse closures / construction site closures. Therefore, we would like to ask you to notify deliveries by telephone at the warehouses or construction sites before arrival in order to avoid standing in front of possibly closed gates. This also means that we will not take over any additional freight/forwarding costs. Under no circumstances may goods be unloaded without acceptance in front of the gates or at unmanned construction sites. Consequently, under no circumstances may calculations and/or debits be made in this respect.

We would like to prepare you for possible scenarios in which we build on our partnership cooperation. We ask for your understanding for our information.

We are sure that you have already decided on a corresponding crisis scenario for your company. Let us go through the certainly upcoming difficult times together. We assure you that we will do everything to ensure the highest possible delivery capacity.

With kind regards

Hanseatischer Drahthandel GmbH