



April 2020

Customer announcement Corona Virus

Dear business partners,

the Coronavirus SARS-CoV-2 has affects to all of us.

The personal lives from all of us are upside down. The impact of Coronavirus SARS-CoV-2 on the whole society is enormous. There are many challenges ahead of us but we all will be stronger if we work together.

Our mission for the coming weeks is clear: We want to offer our employees and customers the best possible and safest environment and we want to do our deliveries to you as well as possible. We also need our partners (suppliers and freight forwarders).

Since neither we nor our partners in other countries are protected by such measures, we may have to use resources to maintain emergency operations. Also our partners (suppliers and forwarders) have already informed us that measures will be taken. We are sure you will understand that this may result in capacity restrictions. We apologize already now for any inconvenience this may cause.

As the Coronavirus SARS-CoV-2 is a force majeure and we are not able to estimate further effects at the moment, delays in pick up as well as in direct deliveries are possible.

Although we make every effort to meet agreed delivery dates as far as possible, we must however point out as a precaution that already agreed and future delivery dates are subject to change, regardless of the contractual agreements.

We assure you that Hanseatischer Drahthandel GmbH will do everything possible to stay a reliable partner for you even in these difficult times. Unfortunately, we also have no influence on force majeure.

We want to face these challenging times together with you and remain with

best regards,

Hanseatischer Drahthandel GmbH