

Göttingen, July 20, 2020

Letter to Customers

Dear Valued Customers,

As we all are more or less adapting to the “current normal,” in this pandemic crisis, we’d like to keep you informed about how we are doing. The pandemic is not over and, therefore, we still are still taking all necessary measures to protect the health of our more than 9,000 employees while keeping our operations and services to you, our customers, up and running.

So let us turn to your most important questions.

Will I continue to receive the Sartorius products that I ordered?

Sartorius production operations are running smoothly at all our sites, and we are working at extended capacity in several areas to satisfy your increased demand. We are pleased that our supply chains continue to remain intact and that we can deliver our products within the timelines confirmed unless, in rare cases, border procedures prevent us from doing so.

Must I expect delays in delivery due to transport restrictions or high demand?

Regarding logistics, we are experiencing only limited impact on our deliveries in most countries, and any possible delays are not expected to extend beyond more than a few days. However, there is still reduced airfreight capacity, and some country borders are still closed. Our customer service teams will contact you proactively if any delays might occur.

Will service technicians continue to provide on-site services?

Our service technicians have been providing service as needed, even during the hot phase of the pandemic. So in case you need equipment commissioning or repair, service technicians will visit you on site, wherever possible, in compliance with the mandatory protection rules.

All other travel activities of Sartorius employees are still limited to a minimum to further reduce the possibility of infection.

How do I get to know your new products?

The pandemic crisis calls for us to be creative in our client work with you so in your best interest, we have extended our virtual platforms, which conveniently include product demonstrations, training and consulting.

If you have any questions please use our [general contact form](#) or get in touch with Sartorius contacts in your country, [here](#). For technical support inquiries, please use this [form](#).

Given today's fast-changing environment, let us reiterate that this information applies only to the current situation and may change over the coming weeks.

Sincerely,
Sartorius Customer Service