



Dear Valued Customer,

For LAPP, the health of our employees and the reliable supply of our customers has the absolute priority. For this reason, we have already taken a number of measures in the past few weeks to provide you with the same level of service you are used to - even in times of COVID-19. At the same time, we want to avoid the risk of a potential infection through internal safety measures and thus prevent the further spread of the COVID-19 virus. We will continue to monitor COVID-19 updates and follow the recommendations and orders from national, state and local authorities to do our part to contain the spread of the virus.

Procurement and sourcing

LAPP is striving to reduce the effects on our customers, using our multi-sourcing and purchasing strategy along with our decentralized warehousing already in place. This planning is enabling us to adapt our processes to alternative supply chains and will assist us in minimizing delivery shortages. By lowering the risk of bottlenecks in both manufacturing and the supply chain, we are continuing to anticipate on-time shipments and deliveries for our customers.

Deliveries to our customers

As with all LAPP order shipments, we are of course subject to all national, state, and local authority mandates and restrictions in ground transportation, air traffic as well as sea freight and customs clearance. Due to these constraints, outbound shipments may be adversely impacted by capacity issues or transit bottlenecks that our logistics partners may be experiencing as well.

If you have any questions about your current or planned order status or a shipment in transit, please get in touch with your LAPP sales or customer service representative during business hours at 800-774-3539 or CustomerService@lappusa.com.

Travel restrictions

In order to avoid the risk of potential infection, LAPP has mandated both national, regional, and local safety measures to prevent the further spread of the COVID-19 virus amongst its employees. These include travel restrictions, adherence to official government air travel bans and appropriate precautions in place for employees who have traveled to any area severely impacted by COVID-19. LAPP has outlined a specific process and protocol to contain potential spread of the virus.

Onsite customer sales meetings, factory visits, and support

LAPP's continued intent is to ensure on-site visits to our customers are as reliable as possible and our regional/local sales teams are staffed to deliver on that expectation. However, due to the continued spread of COVID-19 and evolving recommendations, restrictions and regulations, we are anticipating that domestic travel will start to impact our ability to perform business as usual. We will make every effort to keep onsite appointments and provide online conferencing alternatives if restrictions require or are preferred. Should there be a need to reschedule or set up a remote conference, your LAPP representative will reach out as soon as possible, to avoid any inconvenience.

Rest assured, LAPP provides the best service for our customer and partners even during these uncertain times. We are standing committed to protecting the health and well-being of both our employees and customers and to this end, we thank you in advance for your understanding of any delays or inconveniences due to COVID-19.

Our representatives will continue to keep you informed as circumstances around the spread of COVID-19 may evolve and potentially impact your orders or shipments.

Please feel free to reach out to us via email or phone during business hours with any additional questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Brock Horton".

Brock Horton
Vice President Sales
LAPP USA & Canada