

Dear customers and business partners,

our most important asset is our health, and this should be the main focus these days.

We at Schmitter Hydraulik share the view of the official bodies about the seriousness of the current situation and have already taken a number of preventive measures a few days ago to protect our employees, their families, our customers and other business partners. Extensive hygiene and protective measures have been taken and corresponding organizational regulations have been put in place.

Therefore, please note the following deviations from normal business operations:

**Collection of goods by our customers**

For the time being, it is no longer possible to collect goods from the site yourself. We ship exclusively via our logistics partners.

**Visits at our location**

We are currently refraining completely from visiting customers and suppliers at the site. Instead, we now rely on telephone and video conferences.

**Customer care by our field service**

Our sales force has completely stopped visiting customers. Independent of this, our office and field staff are of course available for you by telephone and e-mail.

**Continuation of business activities**

In addition to protecting the health of all those involved, our first priority is to maintain our business activities and to continue to be there for you as a reliable supplier and partner.

**Delivery capability**

Taking into account the precautions taken, we continue to work as usual. Our ability to deliver is currently fully guaranteed.

**Restrictions at our logistics companies**

Please note that even with full availability of Schmitter Hydraulik, our logistics service providers may be limited. In particular, there are currently significant restrictions and delays in cross-border deliveries abroad.

We thank you for your understanding, your loyalty to our company and wish you, your employees and ourselves all the best: Let us stay healthy!

With kind regards,

Andreas Meder  
Managing Director

Matthias Richter  
Managing Director