

Harburg-Freudenberger Maschinenbau GmbH, Postfach 90 05 52, 21045 Hamburg

Dear valued customers and partners,

facing the circumstances – **we hope that you and your families are all fine and healthy!**

The actual developments and measures to overcome the Covid-19 pandemic are forcing everyone to adapt continuously. **We at HF are doing our outmost to keep you updated** regarding the processing of ongoing offer requests and orders.

Beginning April 1st, the main business units and departments (commercial and technical) will begin back into their routines and be available for you. HF, being a Machine and Plant Designer and Builder, is obviously facing global boundaries in regards to material sourcing, handling, deliveries and installation. Therefore, we kindly ask for your understanding that **delivery times quoted or even contracted will need to be updated according** to the current situation (force majeure).

Likewise, our commercial documents such as quotations and order confirmations will consist of the following paragraph – referring to potential delays in supply chains:

Although we are doing our outmost to prevent or at least minimize delays in delivery times of our goods and services delivered globally – we cannot guarantee explicit dates and deliveries at the moment! Your enquiries and orders have top priority at HF and your contacts at HF and the task force in place are focusing on the best solutions for your case(s) (e.g. partial deliveries).

Your sales and order processing teams will be contacting you within short to update you on all ongoing topics.

In the meantime, please feel free to contact us as well to discuss any question or concerns you may have!

All the best
Your HF Team