

BAUWERK BOEN GROUP REMAINS AVAILABLE FOR YOU

St. Margrethen, March 18th, 2020

Dear customers

The coronavirus has become a major impact on our everyday life and businesses. The health protection of you, our partners and employees are our top priority. In order to limit the risk of transmission of the coronavirus as far as possible, we would like to inform you about the measures of the BAUWERK BOEN GROUP and kindly ask for your support. Our goal is to provide the same high service quality you have come to expect.

PRODUCT AVAILABILITY

The BAUWERK BOEN GROUP warehouses are filled with above-average stocks and the delivery of orders is ensured. In some cases, we are dependent on deliveries from abroad, which may experience delays under the current circumstances.

With orders and information as early as possible, you help us to make optimal use of the available lead time and ensure timely deliveries.

PRODUCTION

Our production is up and running. We will continuously adapt our capacities to the demand.

LOGISTICS

The BAUWERK BOEN GROUP supplies through a network of various finished goods warehouses in Europe and overseas which are supplied continuously with needed goods and materials. This enables us to provide a high-quality service to you for reliable warehousing and transportation.

Covid-19 related precautions and restrictions implemented by countries health authorities have an impact on international transportation. Border controls of people in almost all countries in Europe result in transportation time delays. Also, the available capacity of truck drivers and trucks is however limited these days. Therefore it is important, that we use the available transportation capacity efficiently. To do this, we kindly need your support:

- › Please check your already placed orders with your sales representative or customer service team to ensure the delivery time.
- › Please inform us as early as possible about new orders, giving us and our partners enough time to organize your needed goods and services on time.
- › It is important, that you inform us asap but minimum 5 days prior to the planned and confirmed delivery date to you, in case you are Covid-19 related not able to accept a goods delivery. This to avoid unnecessary transportation and costs.

We are in regular contact with our logistic partners to follow the development in the international and domestic transportation sector and to adapt our services if needed. Important in these days is, that we all plan in more time and communicate for the order execution relevant information as early as possible.

SALES

We have arranged for our employees in customer service and in sales to be able to work from their home office as far as possible. This means for you: Our sales teams can be reached by phone or e-mail to the usual extent.

The BAUWERK BOEN GROUP customer service can be reached during normal opening hours. If possible, please contact the office staff via e-mail so that your inquiries can be forwarded to the respective contact persons in home office and be processed for you.

Please contact us if you have any special needs or requirements beyond the regular day-to-day communication. We will facilitate an unhindered cooperation.

EVENTS & VISITS

To avoid gatherings, all upcoming events and workshops are cancelled until end of April 2020.

BAUWERK PARQUET WORLDS

The parquet worlds of Bauwerk are closed for the time being but can be reached by phone and e-mail during regular opening hours.

We will keep you updated. In the meantime, we look forward to staying in contact with you.

www.bauwerk-parkett.com

www.boen.com

www.bauwerk-boen.com

We thank you for your trust and the good cooperation. Stay healthy!

Your BAUWERK BOEN GROUP