

CUSTOMER INFORMATION

January 2024



Dear Sir or Madam,

as you know, **quality, service and a fast and reliable delivery to our customers are our top priority!**

In view of the current situation, we would like to inform you about the latest developments regarding extended transit times, which are currently taking effect in the Asia - Europe trade lane. The background to this is the rebel attacks on container ships in the Red Sea.

Almost all shipping companies now navigate around the Cape of Good Hope instead of via the Suez Canal in order to avoid the problematic area off the coast of Yemen.

The necessary changes in ship routing are already causing significant problems in the supply chain and the situation is expected to get even worse over the course of January. Timetables can no longer be kept to due to this situation. As a result of the extended route, the ships will be delayed at their European port of destination and will therefore not arrive in Asia on time on their return journey. This will unavoidably lead to a major shortage of ship space and equipment. This means that export shipments will also be delayed in the near future, with the threat of capacity overload in the ports as a consequence.

In addition to longer ship transit times, we are currently receiving announcements from forwarding companies that almost all shipping companies have introduced a surcharge due to the situation, which is being communicated as a "War Risk Surcharge" or "Emergency Peak Season Surcharge". This may also affect shipments that have already been booked. From this month onwards, rates for new sea freight bookings are expected to rise massively, which will unavoidably have an impact on the prices of our products.

The situation is currently very dynamic. We are working hard to analyze the information situation so that we can provide you with the best possible information about the availability of our products. To find out whether your orders are affected by surcharges or delays, please do not hesitate to contact us. We will do everything we can to get the products you have ordered to their destination as quickly as possible.

Thank you for your trust - we will master this challenge together.

Your SERWO team

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