

Dear ONTEX Customer,

We regret to inform you that ONTEX are experiencing stock shortages across some of our product lines. We trust that the disruption will be short-lived, ONTEX will make every endeavour to keep disruption to an absolute minimum, as far as possible.

The following products will be affected:

Shaped Pad products

The three Shaped Pad products listed below, will be in short supply, disruption to supply of stock should last no more than six months, for which ONTEX will provide periodic updates.

- CFP2192 / CFP2194 (HDS) iD Form PLUS Shaped Pads
- CFP2191 / CFP2193 (HDS) iD Form EXTRA Shaped Pads
- CFP2190 / CFP2189 (HDS) iD Form EXTRA PLUS Shaped Pads

iD Pants Product Range

Regarding our entire "Pants" product range offering, we are anticipating a stock disruption that will last at least until 01 February 2023. Periodic updates will be provided.

iD Slip Products (TBS)

Regarding the iD XL Slip in *PLUS and **SUPER absorbency, we are anticipating a stock disruption that will last at least until 01 February 2023. Periodic updates will be provided. Product Codes that will be affected: *CFP920 / *CFP920H (HDS) and **CFP921 / **CFP921H (HDS)

Multiple factors have contributed to these stock shortages, including, but not limited to, increased local and international demand.

While some of these factors are unavoidable, we are proactively working on solutions to overcome the overall stock challenge. This includes relocating some Production Lines to alternative production facilities, in order to increase our product output with the same high level of product quality expected.

We sincerely apologise for ALL the disruption that will be caused to you and the Patients who rely on our Continence Care products. Please be assured that we are, and will continue to be, acting to resolve this challenge as swiftly as possible. As this is an ongoing situation, we will continue updating you as soon as more information becomes available and discuss short-term alternative solutions as might be appropriate.

Please contact your local Ontex Account Manager, with any further questions you may have.

Yours sincerely,
The Ontex Team