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## Dear Valued Customer,

HARTMANN will be migrating to a new enterprise resource planning software. This upgrade is a technical necessity and part of our ongoing efforts to optimize our core processes. To minimize restrictions, we have scheduled the migration period to include a public holiday and a weekend. Therefore, as a result all HARTMANN products being supplied via **eDirect** will not be available to order from **1**<sup>st</sup> **– 5**<sup>th</sup> **May 2025**, ordering can be resumed from the 6<sup>th</sup> May.

This upgrade is a technical necessity and part of our ongoing efforts to optimize our core processes. Should you have highly relevant orders that would typically fall within this period, we kindly ask that you advance them.

Ensuring a secure supply is our highest priority. If you have any questions or need further assistance, your contacts at HARTMANN will be happy to help.

Managing Director: Julia O'Grady

Finance Director: Trevor Coupe

Thank you for your support and understanding.

Yours Sincerely

**HARTMANN**