

## **Customer Information – Coronavirus (COVID-19)**

The situation in Europe is changing daily due to the development of the COVID-19 and due to actions taken by the authorities. More and more countries or regions within Europe have already "locked down" and only vital and specific products are allowed to be transported.

SDK Group are still operating within all product segments to/from all European countries. The situation may rapidly change, and we ask you kindly to have a close contact with our operational staff.

We (SDK) are currently experiencing daily challenges in delivering goods, as the recipient cannot receive the goods for various reasons. If that situation arises, (SDK), will return the goods at the expense of the freight payer if alternative solutions cannot be agreed upon.

We kindly ask you to secure that all shipments inserted into our distribution system have been checked, securing that the recipient is open, making it a smooth delivery process.

In case any of our services become impossible or impractical beyond what we deem reasonable due to the COVID-19 outbreak, we will be excused from our obligations towards YOU the customer/orderer to the extent necessary for the duration of the COVID-19 outbreak.

At SDK Group we closely monitor the COVID-19 situation together with our local partners and networks all over Europe, all transactions is carried out based on the instructions and guidelines from the local authorities.

We are doing our outmost to service you on a daily basis, should you have any questions about a specific shipment or potential new business, we kindly ask you to contact your usual contact person at SDK Logistics.

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