

# Medartis FAQ on COVID-19

The FAQ page is constantly updated. For specific or purely local questions please contact our customer service.

## **Can you ensure that your products are ready for delivery?**

Yes, the continuous supply is guaranteed. We have strict security measures and contingency plans throughout our organization to ensure full continuity of supplies and services.

Our production facilities are running without any major restrictions, inventories at our headquarters in Switzerland and in our subsidiaries have been increased, customer service and sales support teams are available for all inquiries and reserve teams have been set up to adapt to the constantly changing situation.

With these measures, we assure you that we will continue to be committed to excellent service and the quality of our products.

## **Is your customer service available by email and telephone?**

Yes, our customer service teams are available to you as usual by email and telephone. You will find your local contact persons under the following link:

<https://www.medartis.com/contact/>

## **Do your sales representatives still visit customers?**

Given the current situation, we are refraining from personal customer visits in many places for your and our safety. Medartis complies with the country-specific recommendations of the authorities. Please contact your personal contact person or our customer service department in this regard. They can still be contacted by email and telephone.

## **Can I arrange a conference call with my sales representative?**

Yes, you can reach your personal contact person by email and telephone as usual. Video calls can also be arranged individually.

## **What is the fastest way to receive my orders?**

We recommend using the usual ordering channels. Our customer service teams are available for all inquiries and also take your orders as usual.

## **What does Medartis do to minimize the risk of a virus infection within the company?**

Medartis is doing everything to protect its employees, clients and partners and to slow down the spread of the virus. A special task force has started to implement preventive and precautionary measures as well as security guidelines worldwide at the beginning of February. Wherever possible, our employees work from home. At our production and logistics centers, we have taken additional precautions and set up reserve teams to ensure that our operations continue to run smoothly.