

March 25, 2020

Dear Distributors,

COVID-19 UPDATE: Aimtec is operational and delivering

As events around COVID-19 continue to evolve, we want to update our customers and partners on a few initiatives that Aimtec has undertaken to ensure uninterrupted product deliveries:

- Following the Canadian Government guidelines and out of an abundance of caution, Aimtec North American and European employees are now working from home offices until further notice. Aimtec warehouse in Montreal is currently closed and all shipments have been transferred to Aimtec's logistics center in Taiwan. Manufacturing and Operations are not affected and will continue business as usual.
 - All customer service, quoting & technical support teams continue to operate regular hours for all time zones worldwide. For any inquiries, please contact us at sales@aimtec.com
 - In compliance with the local travel advisories and for the safety of all Aimtec employees, all travels are suspended until further notice.
 - With regards to the standard lead times, no changes have been registered. However, and as we are living unprecedented times, we can only confirm lead times for any given product once a Purchase Order has been processed. To avoid any possible delays, we encourage all of our customers and distributors to secure a 3 month supply for all ongoing production projects.
 - As to freight disruptions brought by import restrictions and flight cancelations imposed by many countries, and in order to ensure on-time delivery, Aimtec recommends using one of the few internationally renowned freights carriers with own fleets that operate in your region. Some of the freight carriers we recommend are: UPS, DHL, Fedex, etc.
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