

March 20, 2026

## Important Information

### System transition to SAP S/4HANA and temporary restrictions

Dear Sirs or Madams,  
Dear business partners,

In order to offer you even more efficient and reliable order processing in the future, we will be converting our system to SAP S/4HANA.

As part of this transition, a scheduled system downtime will take place from **23 May 2026 up to and including 4 June 2026**. We are writing to inform you in good time of the temporary restrictions associated with the transition.

#### Important dates:

- **Last day for placing orders: [22 May 2026, 5.00 pm]**
- **Last delivery before the system transition: [22 May 2026, 6.15 pm]**
- **Online shop systems available with limited functionality: [22 May–31 May 2026]**  
*(The online shop will remain available during this period, but no orders can be placed)*
- **Temporary shutdown of online shop systems: [1 June–4 June 2026]**  
*(The online shop and other online services will not be available during this period)*
- **From 5 June 2026, all systems will be available to you as usual**

#### What does this mean for you?

Please take these dates into account when planning. We recommend that you check your stock levels and submit your orders to us in good time. This will ensure that your orders are processed before the system transition.

If you have any questions, please feel free to contact your usual point of contact.  
We would like to thank you very much for your understanding and support.

Kind regards,



Steffen Roth  
Export Sales Manager

Dirk Sieber  
National Sales Manager

