Dear Customer,

The corona-virus is spreading worldwide – and is also affecting the economy.

Please be informed that the KOA Plant in Malaysia is estimated to be closed until April 14th 2020, resuming opening operation April 15th, 2020. Additionally we need to inform you that COVID-19 has severe impacts on our lead times as competent authorities worldwide have implemented border controls and further measures to prevent or contain the spread of the coronavirus.

KOA Europe GmbH is continuously in the process of analyzing our inventory positions, in-transit material and customer orders to determine what effect the measures has on our shipping dates.

We know that the situation is constantly evolving and KOA Europe GmbH, along with our Corporate Headquarters, will continue to monitor the situation and will notify our customers of any scheduling issues and/or actions required.

The COVID-19 virus and resulting mandatory closures were unforeseeable and entirely beyond our reasonable control. Processing of your orders remains our top priority, however we have to consider these circumstances to be a force majeure event and KOA Europe GmbH is reserving its rights with respect to any customer claims for increased costs as a consequence of COVID-19.

With regard to your current deliveries and demands, please note with immediate effect KOA Europe is expecting delays of between 6 - 8 weeks.

Please do not hesitate to contact your KOA Europe sales contact who will try and assist in obtaining any further information.

Sincerely,

KOA Europe GmbH