

## **Customer Information**

22.12.2020

Dear customers,

Covid-19 is still keeping us on our toes and we hope you are all healthy.

Germany is in lockdown again and everyone must help to limit the spreading of the infection. Fortunately, we are still allowed to produce and the protective measures introduced for our employees in the last few months have proven to be effective. For the most part, the supply chain is working, but there are always delays or bottlenecks concerning raw materials and logistic. We also have to be prepared if employees will not be available at short notice due to quarantine requirements. For these reasons, we ask you to plan your requirements as early as possible.

Furthermore, we would like to inform you about a change. As of the second quarter of 2021, we will no longer apply colour dots to the containers of ball pen ink and water-based products. Unfortunately, due to the rapidly increasing variety of colours, it is not possible for us to reproduce all colour shades true to the original. We would like to eliminate the resulting source of error, which can lead to irritation and mix-ups. The correct names of our products and all necessary information can of course still be found on the respective labels attached to the drums.

We thank you for your understanding and wish you and your families Happy Holidays and a good start into the year 2021. Let us hope together that the New Year will bring us back to normality. We thank you for your trust and support in these difficult times. Stay healthy!

With best regards,  
Dokumental GmbH & Co. KG

Christian Diehlmann

Ilona Karst

