

Customer Information: Corona-Virus

Heiligenhaus, 20.03.2020
(updated, 18.06.2020)

Dear Sir or Madam,

in order to guarantee our service and delivery adherence as much as possible also during the current tense situation, as well as ensuring a proper communication with you we would like to inform you about our situation as well as the taken measures:

-  We will not undertake any visits to our customers and vendors until further notice and at the same time we do not receive any visitors in our company as long as not necessarily required. In this course however we will make use of all possibilities of modern communication in order to stay continuously in touch with you.
-  To minimize the risk of a mutual infection our employees are already working from home. You can reach our front desk as normal under tel. 0049-2056-18-0 as well as by e-mail under contact@woelm.de.
-  Our sales representatives support us from their local offices and are available for you as well in case of any questions or required advisory.
Contact details:
For architectural hardware: <http://www.woelm.de/page.php?pid=521>
For materials handling: <http://www.woelm.de/page.php?pid=524>
-  If you will not be able to reach your contact person in urgent cases, we have implemented the following emergency phone numbers for you:

Architectural hardware: 0049-173-252 68 65
Materials handling: 0049-174-326 64 26
-  We will retain our readiness of quick and comprehensive delivery as much as possible. Our products are manufactured completely in our factory in Heiligenhaus. Even our sub vendors are located mostly in Germany or in other EU member states. However, as it is possible that these vendors may source their materials from companies located in conflict areas, we have already verified their ability of delivery and ensure that no shortage of delivery is to be expected as of today. In case of any changes however we will inform you immediately, of course.

Because of the actual degree of emergency which we are currently confronted with, we expect from before mentioned measures, besides the best possible maintenance of our daily operation, to protect our business partners and employees against a possible infection at its best and to interrupt the chain of infection as much as possible.

Our goal is to continuously be available for you without change. Nevertheless, should there be any delays, we kindly ask for your understanding.

Let's master this challenge together!

Please stay healthy!

Best regards from your Woelm Team in Heiligenhaus.