



Vaulx-en-Velin, 18th March 2020

Object: Continuity of service

Dear Customers and Partners,

Today, to deal with the current spread of the Coronavirus COVID-19, SORHEA took measures in order to maintain the continuity of its activity as well as protecting its own employees:

- The deliveries are still possible, as long as the carriers still maintain their own activities
- The below departments remain open:
 - **ORDER PROCESSING / PRODUCTION / LOGISTICS:**
 - Ludivine GABERT : l.gabert@sorhea.fr
 - **SALES :**
 - Export, Benjamin TATE +33 (0)6 86 14 59 40 or b.tate@sorhea.com
 - Support, Corinne RUIZ +33 (0)6 49 24 33 01 or c.ruiz@sorhea.fr
 - **AFTER-SALES :**
 - Bruno BOMPARET +33(0)4 87 24 20 20 or b.bomparet@sorhea.fr
 - The RMA and material after-sales remain open
 - The on-site assistance are currently postponed, however a remote support is available by contacting the after-sales support.

For any request, you can also contact our **main office**, a person will be able to guide to the right contact and give you the answer to your specific needs:

+33(0)4 78 03 06 10

During this exceptional situation, the entire SORHEA team would like to confirm that you can count on our strong and loyal support.

Yours Sincerely,

Christian VALETTE
Managing Director SORHEA