

[08/12/2025]

Important Notice: Temporary Shipping Downtime Due to Warehouse System Upgrade – Place Orders Early

Dear Valued Customer,

We are writing to inform you of an important upcoming system upgrade at our North American Distribution Center (NADC) that will enhance our long-term service capabilities.

To implement this upgrade, Teleflex warehouse operations at the NADC will be **temporarily shut down from Monday, September 29th through Wednesday, October 1st, 2025**. During this three-day period, we will be unable to process or ship any orders. Orders placed during this time will not be processed or shipped until operations resume on **October 2**.

What does this mean for you?

To avoid any disruption, we strongly recommend placing your orders as early as possible, no later than **Wednesday, September 24**.

Ordering ahead helps ensure:

- You get the products you need before the three-day pause
- You avoid any delays or backlog once we're back online
- Your orders are in the queue and ready to go when shipping resumes

Planning ahead now will help ensure that your needs are met ahead of the temporary shutdown.

Why the upgrade matters?

This new system will help us improve how we serve you, and ensures we will have enhanced shipment accuracy, increased capacity, and more flexibility. It's an important step in making sure we can continue to support your business and exceed your service expectations.

We'll do everything we can to ensure a smooth transition and a quick ramp-up once the upgrade is complete.

If you have any questions, please contact your local sales representative or our customer service team at (866) 246-6990.

Thanks for your understanding and continued support.

Best regards,

Whitney Reynolds
Vice President – Global Customer Experience