



Order Notification CSB #134

To: Sensitech Customers
From: Client Services
Date: 1 March 2022
Re: Recent Event in Belarus, Georgia, Russia, and Ukraine

Reason for Notification

Due to recent events in Eastern Europe between Ukraine and Russia, Sensitech is required to adhere to specific order processing and delivery protocol on shipments destined to Belarus, Georgia, Ukraine, and Russia to ensure global compliance against sanctions, restrictions, and transportation challenges being incurred.

Effective immediately, Sensitech requires customers to provide the following information before shipment.

- A completed and signed copy of the End-User Certification Form (provided by Sensitech)
- Bank/financial institution information
- Pre-Payment for the order

Currently, all national couriers (DHL, FedEx, TNT, and UPS) are temporarily suspending all services into Ukraine and Russia. Please expect delivery delays. Sensitech is closely monitoring any developments and will resume shipments when courier services into the region becomes available. Meanwhile, your Client Services Representative will continue to provide order status updates.

As part of our business continuity planning, Sensitech manufactures products at multiple factories in multiple countries and sources components from approved suppliers from various sources as well. Our manufacturing facilities and approved suppliers are not located in the impacted region.

Thank you for your business. Please do not hesitate to contact your Account Manager or local Client Services Representative at one of our Regional Headquarters if you have any questions.

Customer Support

USA World Headquarters:	+1-800-843-8367 or +1-978-927-7033
Canada:	+1-905-479-7222
South America:	+56-2-29416600 (Chile) or +55-19-3399-8650 (Brazil)
Mexico:	+52-55-5359-9929
EMEA:	+31-252-211-108
Asia:	+852-2880-0780