



## **To Our Valued Customers,**

I want to personally acknowledge and apologize for any inconvenience you may be experiencing as a result of global delays affecting the shipment of our orders. I want to let you know that I, along with our whole Thermador team, greatly value your business and trust in our brand.

You may be aware of the serious shortages in global supplies of parts and materials currently affecting a great many industries around the world. Unfortunately, these shortages — amongst other logistical issues — affect the appliance industry, our Thermador brand and certainly our customers. This worldwide situation has made keeping up with demand for our products very challenging — especially as the housing and remodeling industries have experienced record activity over the past several months. In some instances, this has resulted in extensive delays in the fulfillment of orders. The length of these delays vary from product to product on a daily basis, but fulfillment delays for some products have recently been around 4 to 6 months. Please see our [Frequently Asked Questions](#) for more information.

I wish to be up front with you about this topic. Please know that our whole Thermador team is working diligently to improve the situation and that we are doing our best to manage this on a level of personalized commitment — from the factory floors to our corporate offices, everyone in our organization is fighting to get every single unit out to every single customer.

If you are working on a longer lead project, we encourage you to continue to work with your builder or retailer to place your order. Additionally, if your Thermador purchase is part of the “One-Two-Free” program, please be assured that we will still fulfill your order with the full program benefits you’ve chosen, in the event that delays on our part result in your order being fulfilled after the program is no longer in effect.



Please reach out to our Thermador customer support team if you have any additional questions. Please also remain in contact with your builder or retailer regarding updated information. I want to take this time to personally thank you for your patience and loyalty and know that our whole team looks forward to fulfilling our commitment to you.

Sincerely,

Christofer von Nagel

CEO

[Click here for Frequently Asked Questions](#)