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01 July 2022

Dear Business Partner,

Garmin Order Processing suspended from 12:00 pm Friday, July 15 to 8:00 am Monday, August 1.

We are making significant enhancements to our ERP system that will migrate during this brief shutdown. Notwithstanding our best efforts to minimise the effects on support and product availability, it unfortunately impacts our normal business operations, particularly where the movement of stock is involved.

Thank you in advance for your patience and understanding.

We are confident that this notification will permit you to plan accordingly to ensure the minimum disruption to your business and the service offered to customers.

ORDERS

- **All orders** should be received for processing by midday Friday the **15th of July 2022** to be shipped by Monday the **18th of July 2022** (stock permitting).

Due to our inability to ship stock orders during this time, we propose that you place your normal orders upfront, to avoid any Out-of-Stock circumstances within your business.

RECEIVING, REPAIRS AND SUPPORT

- Repairs will be processed until Tuesday the **12th of July 2022**.

We will require your written acceptance thereof before Friday the **15th of July 2022**. If not, the repairs will only be processed once our migration is completed.

- Our **Walk-In Product Support Centre** will be closed from Monday the **18th of July 2022** and reopen on Monday the **1st of August 2022**.

We will offer **Telephonic Product Support** during this period. We will however not be able to perform any tasks that involves stock movements.

CREDIT RETURNS

- Credit returns must be received by Tuesday the **12th of July 2022**.

Credit returns arriving after Wednesday the **13th of July 2022** will be received but processing will only occur once we've completed our migration.

Kindly advise all relevant personnel and or departments within your organisation accordingly.

Again, we appreciate your patience and understanding.

Kind regards,
Team Garmin

DIRECTORS J van Niekerk C A Pemble* (US) S M Biddlecombe* (British)

***Non-executive**

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