

## Customer Notification Letter – 2022 freight and handling surcharge

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Dear Valued Customer,

The purpose of this letter is to inform you that Cytiva is implementing a new freight and handling surcharge policy with a **March 1, 2022 effective date**.

Despite efforts to mitigate customer impact, Cytiva is implementing freight and handling surcharges in reaction to unprecedented cost pressures driven by external economic factors.

A **2.0% freight and handling surcharge** (based on order value excluding taxes) will be applied to all customer orders received and accepted on and after March,1 2022.

Cytiva is monitoring economic factors and freight and handling costs with the objective to revise the applied surcharges when market conditions improve.

Please feel free to contact your Cytiva Account Manager or our Customer Service organization should you have any questions.

We remain committed to providing you the best solutions and customer experience in our industry. We thank you for your understanding, cooperation, and continued business with Cytiva.

Sincerely,



**Clement Fourny**  
GM Commercial Strategy & Operations  
**Cytiva**