

Dear Customer

In metropolitan Melbourne we will be in Stage 4 lockdown from midnight Wednesday 5 August 2020. Our warehouse and workshop in our Hallam head office will remain operational for service and support to our key customers. The rest of our staff will continue to work remotely to support our customers. We appreciate your understanding in this difficult time.

Our #1 priority is the safety, health and well-being of all our staff.

As a key supplier into the essential Healthcare and Medical sectors across the world, our additional priority is to ensure we are continuing to support and service our customers who supply products within this sector.

LINAK factories around the world (Denmark, China, USA and Slovakia) will continue to be operational.

On a local level, our COVID Safe Plan is now in operation.

Contact points:

Main Telephone: +61 3 8796 9777

Fax: +61 3 8796 9778 (please note, if urgent, this may not be seen!)

Email: sales@linak.com.au (for general sales enquiries)

helpdesk@linak.com.au (for after sales support and technical enquiries)

finance@linak.com.au (accounts related enquiries)

Business Hours: 8.30am to 4.30pm (AEST) Monday to Friday

Please note:

All of the above emails will be monitored and answered as quickly as possible.

We know many customers will email direct to individuals at LINAK. Continue to do this but if urgent then cc. one of the above group emails to ensure it is read and actioned by someone.

Please also note:

Any service returns to our Hallam or Auckland office must have the correct returns paperwork. It is important that you call or email beforehand to our After-Sales team to obtain this. We cannot accept product without this paperwork. When you call, a CASE will be created and the paperwork will be sent to you and arrangements to return will be made.

LINAK Australia Pty Ltd

