

Campbell Scientific Australia | COVID-19 Customer Update

Dear valued customers,

As you all know the COVID-19 situation has caused much disruption to individuals and businesses alike. At Campbell Scientific Australia we have been working behind the scenes to ensure that we can continue to operate with minimal impacts to our service to you. We will update you as and when things change. At this point in time we are taking the following actions:

- We are moving towards remote working arrangements for the majority of our staff; those in engineering, operations, R & D, administration or sales and marketing roles will work from home from Friday 27 March 2020.
- Our Application Engineers will continue to quote and process orders as per usual, though the majority of communications will take place via email. The best way to contact our staff is through our info@campbellsci.com.au email address. All enquiries to this email are distributed to relevant staff who will communicate with you over email. If it is necessary to talk on the phone, our staff will give you a call.
- Production is operating as usual, with normal levels of stock available. Though please note that any stock that must come from the US or across borders will be delayed so our usual shipping guarantees will not apply during this time for out of stock items. We will however advise you at the time of placing your order of any possible shipping delays we expect (subject to change).
- Our March / April Training course has been cancelled. We have scheduled courses for June/July and mid-August which we are still taking bookings for, however please note there is a reasonable possibility that these both may be cancelled. We will decide by 1 May whether these will be cancelled or continue as planned.

Stay safe and if you have any questions at all, please contact us via info@campbellsci.com.au.

The team at Campbell Scientific Australia