

Dear Customers

26th March 2020

We're here to ensure you have access to essential dental supplies.

Henry Schein is committed to supporting the dental profession and your emergency procedures during COVID-19 level 4. As a supplier of essential dental consumables and equipment we will continue to support the delivery of emergency dental services in accordance with Ministry of Health's guidelines. To do so safely we have significantly reduced staffing levels in customer service and the distribution centre. All other staff are available as normal but are working from home.

Ordering and Delivery

Service levels will be impacted by these staffing arrangements and the additional demands being placed on delivery services nationwide. In order to mitigate delays in receiving essential supplies we encourage you to order a few days earlier than you would normally. Where possible please utilise our Webshop at (www.henryschein.co.nz), this will ensure your supplies arrive when you need them.

Stock Availability

A small number of Personal Protective Equipment (PPE), Infection Prevention and Hygiene products have been impacted by an extraordinary spike in demand. This combined with supply constraints required us to introduce a "Fair Share" policy with purchasing limits on some products. Please know we are working with all our suppliers to rebuild stock levels as quickly as possible.

Servicing of critical dental equipment

In line with Ministry of Health guidelines we will be focusing our equipment servicing efforts on the installation and repair of critical equipment only, we are also limiting all non-essential travel.

If you have a service issue with critical equipment, please contact us via email or phone as usual. Your service ticket will be managed by one of our remote service technicians and if absolutely necessary onsite repair services may be arranged.

Thank you for your patience

I would like to thank you for your understanding as the team here at Henry Schein work to ensure essential supplies are available to the profession during this disruption. I wish you, your practice team and your families all the best. If you have any questions or concerns, please reach out to your Territory Manager as usual or contact me directly.

Kind Regards

Mike Engle

Managing Director

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