



Ermine Business Park
Huntingdon
Cambridgeshire
PE29 6XX
Telephone: 01480 444000
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17 October 2008

Dear Customer,

Re: Xmas and New Year Deliveries

In line with our objective to be a leader in Customer Service, I am delighted to advise you of our extended delivery service for the Christmas and New Year Period.

Although our warehouse and offices will be closed for Christmas Day, Boxing Day and New Year's Day our Customer Services Team will be accepting orders right up until noon on Wednesday 24th December!

To help manage the increase demand for products during Christmas & New Year we are asking you to review your requirements in the weeks leading up to the holiday period to ensure that you have sufficient stocks to cover your treatment demands.

To help with your stock planning and to avoid unnecessary emergency courier charges I have put together a three working day delivery schedule, this is as follows:

Orders Received	Delivery Date
23 rd December 2008	30 th December 2008
24 th December 2008	31 st December 2008
29 th December 2008	31 st December 2008
30 th December 2008	5 th January 2009
31 st December 2008	6 th January 2009
2 nd January 2009	6 th January 2009

Improvements to order Accuracy

To ensure we deliver the products you want without error, as of the 1st November 2008 all orders will be required in writing via fax or email. A template if required is available from Customer Services to assist you in this matter.

In the meantime if you have any queries please do not hesitate to contact Customer Services on 0800 652 1380. Orders should be faxed to 0800 652 1390 and email orders to customerservices@gambro.com

Yours sincerely

Elaine Thompson
Sales Administration & Service Manager

Gambro Lundia AB
Registered Office as above
Registered in England No. 102 1994



Certificate No. FS 78263
ISO 90001