

Customer information regarding coronavirus (COVID-19)



Zeuschel is there for you even in difficult times!

Dear customers and business partners,

We are all experiencing an extraordinary situation that poses great challenges to our lives and work. We will master them together with patience and solidarity: we at Zeuschel are firmly convinced of this!

It is not yet clear when this will be. But we want to assure you one thing now: **Zeuschel is and remains a reliable digitization partner** even in the current crisis situation.

We are doing everything we can to ensure our high product and service quality and at the same time protect the health of our employees and customers.

In concrete terms, we have taken the following measures and precautions:

1. Health of our employees and customers

Zeuschel consistently follows the guidelines for the protection against the Corona virus, which have been adopted by the Federal Government and the State of Baden-Wuerttemberg. For example, the distance between employees is strictly maintained in production. Sales and marketing staff work from their home offices. We have reduced our travel activities to the absolute essentials.

2. Deliverability and quality of service

Zeuschel has fully functioning domestic supply chains for its components and spare parts. Already agreed delivery times will be adhered to. The supply of spare parts is also secured.

We can deliver our hardware-systems at short notice. In addition we can also deliver our software solutions (e.g. KITODO) very promptly, as our software solution team is working and doing business in their usual way.

Your responsible sales representative is available for all your questions:

<https://www.zeuschel.de/en/unternehmen/team/>

Our products are delivered and commissioned as usual, provided that goods can be accepted, and the official health and safety requirements can be complied with.

If you are interested in one of our scanning systems, we will be happy to present the system that is right for you online. All of our sales and marketing staff can be reached in their home offices using existing telephone numbers and email addresses. You will find the relevant contact details and personnel on our homepage:

<https://www.zeuschel.de/en/unternehmen/weltweit>

And your service requests will continue to be processed immediately, as usual. Our hotline can be reached at the known number: +49 7071 / 9706-88 or by email: hotline@zeuschel.de.

We prefer to carry out service orders as a remote session. Operations on site are currently taking place only to a limited extent. An important condition for this is that the distance rules can be observed.

If you have any further questions, please do not hesitate to contact us.

We wish you all the best and every success in your professional duties.

But above all: stay safe and healthy!

Kind regards

ZEUSCHEL GmbH