



Dear Valued Customers,

**Subject: HQ Office and Warehouse Relocation Notice**

We are pleased to inform you, that our headquarters office and warehouse will be relocated to a new location as stated below. Do note our new phone number, which is already in use. We request you to update your records for all future correspondences.

<b><u>New HQ Office Address:</u></b> <b>(Effective 3<sup>rd</sup> April 2024)</b>	<b><u>New Warehouse Address:</u></b> <b>(Effective 3<sup>rd</sup> April 2024)</b>
HACH MALAYSIA SDN BHD Surian Tower, Unit 23A, 23A Floor, No 1, Jalan PJU7/3, Mutiara Damansara, 47810 Petaling Jaya, Selangor. Email: <a href="mailto:marketing.hm@hach.com">marketing.hm@hach.com</a> Phone No.: 603-2779 2080 Website: <a href="http://www.my.hach.com">www.my.hach.com</a> Operating Hours: Monday to Friday, 8.30 am to 5.30pm	FM GLOBAL LOGISTICS (KUL) SDN BHD (3PL) No. 14, Lorong Keluli 1C, Kawasan Perindustrian Bukit Raja, 40000 Shah Alam, Selangor. Email: <a href="mailto:fmkul-hach@fmgloballogistics.com">fmkul-hach@fmgloballogistics.com</a> Phone No.: +603-3362 5055 (Ext: 112) Operating Hours: Monday to Friday, 8.30 am to 5.30pm

We value your continuous support and have taken all possible measures to ensure least impact on your operations and seamless transition. We addressed the common anticipated queries as follows for your easy reference.

**1. Why is the office and warehouse relocating?**

The relocation is part of our strategic efforts to enhance efficiency, improve facilities, and better serve our customers. The new location will provide a more suitable environment for our growing business needs.

**2. Will there be any impact on orders or shipments during the relocation period?**

We are working diligently to ensure minimal disruption of services.

	<b>Date</b>	<b>Address</b>
<b>Last Invoice from current warehouse</b>	26 <sup>th</sup> March 2024, 5pm	HACH MALAYSIA SDN BHD 10, Persiaran Industri, Taman Perindustrian Sri Damansara, Bandar Sri Damansara, 52200 Kuala Lumpur.
<b>Resume Invoice from new warehouse</b>	3 <sup>rd</sup> April 2024, 8.30am	FM GLOBAL LOGISTICS (KUL) SDN BHD address listed above.

**3. Post shift, where should we collect the goods for self-collect? Is there any change in procedure?**

New 3PL warehouse address i.e., FM GLOBAL LOGISTICS (KUL) SDN BHD. Procedure remains the same.

**4. Post shift, where should we send the items? Is there any change in procedure?**

Procedure to return remains the same.

<b>Product</b>	<b>Return address</b>
<b>Return Product</b>	Return to warehouse FM GLOBAL LOGISTICS (KUL) SDN BHD address listed above.
<b>Warranty Repair</b>	Return to office – Surian Tower. Address listed above.
<b>Immediate Product Rejection</b>	Return to warehouse FM GLOBAL LOGISTICS (KUL) SDN BHD address listed above.
<b>Leaked chemical</b>	Return to warehouse FM GLOBAL LOGISTICS (KUL) SDN BHD address listed above.

Should you have any queries in relation to the relocation, please don't hesitate to reach out to our team. Thank you for your cooperation, and for continuing this journey with us. It's not just a new location for us, but a new chapter.

Here's to new beginnings and to an association that keeps soaring high!

Yours sincerely,



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Sahil Sansi  
General Manager