To Our Valued Customers,

I want to personally acknowledge and apologize for any inconvenience you may be experiencing as a result of global delays affecting the shipment of our orders. I want you to know that I, along with our whole Bosch team, greatly value your business and trust in our brand.

You may be aware of the serious shortages in global supplies of parts and materials currently affecting a great many industries around the world. These shortages — amongst other logistical issues — affect the whole appliance industry, our Bosch brand, and certainly our customers. This worldwide situation has made keeping up with an increased demand for our products very challenging. In some instances, this has resulted in extensive delays in the fulfillment of orders. The length of these delays vary from product to product on a daily basis, but fulfillment delays for some products have recently been around 4 to 6 months. Please see our Frequently Asked Questions for more information.

I wish to be up front with you about this topic. Please know that our whole team at Bosch is working diligently to improve the situation and that we are doing our best to manage this on a level of personalized commitment — from the factory floors to our corporate offices, everyone in our organization is fighting to get every single unit out to every single customer.

If your Bosch purchase is part of our Bosch Kitchen Cashback program, we will still fulfill your order with the full program benefits you've chosen in the event that delays on our part result in your order being fulfilled after this program is no longer in effect.

Please reach out to our Bosch customer support team if you have any additional questions. Please also remain in contact with your respective retailer regarding updated information concerning your order. I want take this time to personally thank you in advance for your patience and loyalty and know that our whole team looks forward to fulfilling our commitment to you.

Sincerely,

Christofer von Nagel

CEO