

## COVID-19 Pandemic Demand

Seton is one of Australia's biggest Workplace Safety equipment suppliers, offering over 30,000 products and has been serving Australian businesses for decades.

Due to the recent COVID-19 Pandemic (Coronavirus) we have seen an unprecedented demand generated for infection control and personal hygiene products. Over the past couple of months we have been working closely with our suppliers to ensure our customers have access to these products. We have also increased our sourcing of supplies to cater for the demand and have also reduced (discounted) the price of some of these products to match workplace industry market price.

We are committed to ensuring our customers can purchase these products however, at this stage some of our suppliers are unable to provide us with order confirmations and delivery dates. As a result of these challenges the following products may have longer lead times:

- Face Masks/ Respirators
- Toilet Paper
- Hand Sanitisers and Soaps
- Anti-bacterial Wipes, sprays and cleaners
- Disposable Gloves
- Coveralls

Due to the large number of orders we are receiving, delays may be experienced. Please accept our apologies for any inconvenience caused.

From 13th March, 2020 until further notice, we will not approve returns for refund for below products purchased from Seton due to the risk associated with personal hygiene products:

- Face Masks/ Respirators
- Toilet Paper
- Hand Sanitisers and Soaps
- Anti-bacterial Wipes, sprays and cleaners
- Disposable Gloves
- Coveralls

We appreciate your patience and understanding during this unprecedented period.

Kindest Regards,

A handwritten signature in black ink, appearing to read 'Adrian Castorina'.

**Adrian Castorina**  
Marketing Director  
Brady Corporation Australia

