

„Force majeure” Statement

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Dear valued customer,

Under obligations arising from agreements with our customers, we are required to notify you of the possibility of a significant disruption to the availability of our products or delivery schedules.

On Friday, November 19th, the Austrian government announced another lockdown to set measures and restrictions on public life to minimize the ongoing spread of coronavirus. Like other lockdowns during this pandemic, these restrictions will have an unpredictable impact on all aspects of public and professional life.

Starting Monday, November 22nd, Austrian citizens are asked to stay home, with few reasons to make an exception. Corporations and institutions necessary to maintain the civil system or public health are not affected by this restriction as long as there is no COVID-19 infection within these operating units.

As an API manufacturer, piCHEM is currently exempt from this restriction and we would like to assure that we are doing our best to continue our services, product deliveries and all other commitments as expected by our customers.

However, it should be understood that circumstances can change quite rapidly and in the event of a cluster infection, the facility may be closed by authorities or necessary human resources may not be available to continue operations due to a quarantine.

Domestic and international deliveries of raw materials and products might also be restricted, this also could eventually result in unforeseeable supply chain shortages.

Please be informed that there is a system in place to inform you in a timely manner of any significant delay in product supply and/or of delays in the performance of the agreed services. According to the internal contingency plan piCHEM reduces the risk for shortfall in supply and has put in place a comprehensive set of measures to reduce the risk of infection for the whole workforce or even total shut down.

These established measures as well as prioritisation of activities necessary for public health allow piCHEM to maintain essential support for customers and clients worldwide throughout this extraordinary crisis. This priority rule caused by force majeure also implicates that projects and services of other customers at earlier development stage – either ongoing, agreed or proposed – might not be performed in the expected and agreed manner and time schedule.

piCHEM wants to support all customers in every possible way at this difficult time and is therefore asking all customers for understanding in case of significant delays or postponed deliveries of your work orders when impacted. We will inform you in a timely manner in case your project/product is seriously impacted by the current situation.

However, in the event of a breach of our obligations contrary to the contract due to an unforeseeable event arising from this contract, we would claim force majeure.

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

Yours sincerely,



Dr. Fritz Andreae
Management, CEO



Irene Poetz, MSc
Head of QA