



PHOENIX

PHOENIX AROMAS EUROPE LTD

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BREXIT Update – November 2020

The UK's departure from the European Union is edging ever closer. The transition period is due to end on 31.12.2020, after which new trading rules with the EU will apply. Regardless of whether a trade agreement is signed, import and export customs declarations will be required for shipments coming in and going out the UK.

We have carefully considered our inventory holding to ensure our main products are in stock in the UK and Germany, readily available for our customers. However, as much as we can plan, there will inevitably be hiccups on the way.

As per our last BREXIT update in September, please can you ensure Phoenix Aromas GmbH is set up as a supplier in your systems ready for supply from January 2021. Please ask your Account Manager for further information if required.

Whilst it's our intention to ship most EU customer orders from Germany from January 2021, the bulk of our inventory will be in the UK. If EU based customers require material shipped from the UK, we will do our utmost to provide the quickest service, as we do today. Your account manager will inform you of where our stock is located, what delivery terms and lead time we can offer, on response to your valued enquiries.

We are in close communication with all our freight forwarding partners to ensure that all shipments run as smoothly as possible after Brexit. However, delivery delays in early 2021 are a distinct possibility. Good communication is going to be vital as we navigate the first few months of 2021, and we will endeavor to keep our customers fully up to date with all information about open orders until they have been delivered in full.

For orders of which we are waiting for stock to be delivered, we will also improve communication and keep you as fully updated on the estimated arrival dates as possible. We are currently experiencing delays on our open purchase orders due to problems with availability at departure destinations, specifically in Asia, and problems at UK ports, specifically Felixstowe.

Although we intend to continue shipping orders as quickly as possible from January, please allow us as much extra time as you can so that we can mitigate any unforeseen delays.

Lead time for orders from 1st January 2021

UK delivery – shipment will be 2 to 3 working days from receipt of order for next day delivery.

EU delivery – shipment will be 5 working days from receipt of order. Lead times may vary depending on destination



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Here are some key dates for your forward planning:

December 2020

- Last UK shipments will leave our warehouse 22.12.20 for delivery on 23.12.20.
- Last EU shipments will need to leave our warehouse by 16.12.20 for delivery before 23.12.20.
- 24.12.20 closed for Christmas and New Year holidays.

January 2021

- 4.1.21 Reopen and will begin shipping immediately.
- 14.1.21 & 15.1.21 closed for annual stock take. No shipments will be sent during this time.

We will strive to continue delivering a class-leading service after Brexit and to support all customers when difficulties arise, in both the EU & UK.

I'd like to thank you for your continued support and business in 2020, its greatly valued by us all at Phoenix Aromas, and we look forward to continuing to further our excellent relationships in 2021 and beyond.

Finally, I'm sure you will agree 2020 has been an unusually challenging year, so let's hope 2021 brings some stability and normality back for everyone.

Wishing you and your families a relaxing Christmas break and a better 2021 for all.

Yours Sincerely,

John-Paul Williams
Managing Director