

ISMATEC Laboratoriumstechnik GmbH · Futtererstr. 16 · D-97877 Wertheim

Wertheim, December 23, 2009

Dear Customer

We thank you for the many years of successful cooperation with you as one of our loyal customers. We are pleased to send you this letter informing you about some important innovations.

EURO Invoices from January 1st 2010 / New Bank Connection

The Ismatec Product line is shipped from our European Distribution Center and Warehouse in Wertheim, Germany. This results that all invoices will be issued in Euro from January 1st 2010. VAT is excluded for customers outside Germany. All shipments will be "Ex works DE-97877 Wertheim, Incoterms 2000". These changes will enable us to react more quickly to our valued customer's requests.

From January 1st 2010 our new Bank connection will be:

JP Morgan Bank in Frankfurt, Germany

We recommend carrying out payment as Euro-transmission with IBAN- and BIC/SWIFT-Codes

Account: 6161507025 **IBAN:** DE41501108006161507025
BLZ: 50110800 **BIC / SWIFT:** CHASDEFX

Swiss Customer Services in Glattbrugg

Your known Swiss Sales team for consulting and order entries continues to be available in our Office in Glattbrugg:

ISMATEC SA, Feldeggstrasse 6, 8152 Glattbrugg
Telefon: +41 44 874 94 19 / Telefax: +41 44 810 52 92

Ismatec is integrated into IDEX Health & Science LLC

Ismatec is part of the US Company IDEX Health & Science LLC, which focuses on Liquid application solutions for Laboratories. Also included are various laboratory products such as tubing and fittings from Upchurch Scientific as well as HPLC Product Lines. Further information on this subject is available on www.idex-hs.com.

Production of Ismatec Pumps in USA

About 3 years ago the production of Ismatec pumps was transferred to the US following a centralization of production processes in order to work more customer-oriented at lower costs.

We thank you for your loyalty and look forward to a continuous good and successful cooperation.

Merry Christmas

Manfred Stiegler
Geschäftstellenleiter/Site Leader



René Epli
Director Finance and IT

