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20th January 2025

Dear Customer,

As previously communicated, Kärcher has recently transitioned to a new warehouse partner, iForce, to consolidate our finished goods and spare parts into a single facility. This strategic move will ultimately enhance our service levels and provide you with a more efficient experience



However, as with any project of this complexity, we have encountered some unforeseen systems and process challenges during the initial phase which have impacted order processing, stock availability and some deliveries.

We understand the frustration these delays and lack of information causes, and we want to assure you that we are working diligently to resolve these issues as quickly as possible. By the end of the month we expect to have a much better visibility of our stock and order status. This will provide our teams with the real-time information needed to answer any questions you may have.

We deeply value your partnership and custom, and we appreciate your patience and understanding during this transition period. We are committed to providing you with the high level of service you expect from Kärcher and are confident that these short-term challenges will soon be behind us.

Thank you for your continued support.

Sincerely,

David Napper
Supply Chain Director