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OFFICIAL COMMUNICATION ON THE GLOBAL SITUATION ON PRODUCT SHORTAGE

Dear Davines Salon Partners,

At Davines, we always strive to do our best for the planet while upholding the highest standards in our products and operations. Recently you may have experienced difficulties when placing and receiving your orders. We want to give you visibility as to why this has been occurring and our plans to mitigate the situation.

The past two years of the COVID-19 pandemic and the recent war in Ukraine have resulted in fuel inflation and limited transportation options. In addition, sourcing some of our key ingredients and packaging materials has become very challenging due to reduced availability. This situation is not exclusive to Davines and is affecting the overall global beauty business.

Our purchasing department has been intensely working on finding alternative suppliers, which require R+D Lab testing and approvals before entering the production chain. Additionally, demand planning is revising its forecasts to ensure added availability.

On behalf of Davines, please know that we are doing our best to navigate these complexities and assure you that we will find the best possible alternatives to support your business. We are working around the clock to find solutions and seek additional options while maintaining the highest standard of service you have come to expect from us.

We will keep you updated as the situation evolves. In the meantime, please rely on our local sales teams and customer service should you need further assistance.

We thank you for your understanding and patience.

Sincerely,

Mark Giannandrea
Global General Manager – Davines HC