

Dear Valued Avanos Customer,

We are writing to inform you of a temporary operational disruption impacting shipments from one of our US distribution centers due to severe inclement weather conditions.

Recent weather events significantly affected our Southaven, Mississippi Distribution Center, including unsafe road conditions, major highway closures, and limited carrier availability. As a result, both inbound and outbound operations were fully paused earlier this week, followed by limited operations as conditions began to improve.

Our teams are actively engaged on-site and across the network, with frequent coordination to ensure a safe and efficient recovery. Based on current conditions and recovery plans, we anticipate returning to full operational capacity by mid next week.

We understand the importance of reliable product delivery and sincerely apologize for any inconvenience this disruption may cause.

If you have questions regarding specific orders or require assistance, please contact CustomerService@avanos.com or call 1-844-4AVANOS.

Thank you for your patience and continued partnership.

Miguel Murillo

Associate Director, Global Customer Service

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