



No. 19, Jalan Tandang, 46050 Petaling Jaya, Selangor Darul Ehsan.

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15th February 2022

Dear Valued Customers,

Please be informed that there will be potential delays to your shipments due to COVID-19 control and prevention measures. As such, areas that are located in the Red Zone may face more severe delays, especially the Klang Valley, Melaka, Johor, Perak, Penang, Kedah, and Sabah.

In addition, we are facing a shortage of manpower due to self-quarantine and close contact tracing, as a result of our strict monitoring and controls in place that are in compliance to the Ministry of Health's Standard Operating Procedures (SOPs) and guidelines. Nevertheless, additional resources have been arranged to manage deliveries.

GDEX is strongly committed to ensuring the safety of our customers and employees. Rest assured that we are doing our level best to minimise the impact of delayed deliveries for all our valued customers. We sincerely apologise for the unwarranted inconveniences caused.

Please feel free to reach out to our friendly Customer Service Officer at 03-6419 5003 from Monday to Friday (8:30am - 7:00pm) and Saturday (8:30am - 2:30pm) for any enquiries. Your patience and kind understanding on the above matter is highly appreciated.

Thank you.

The Management