

1-Feb-2021



To TWGH Wong Fung Ling College and student parents,

As we continue to navigate these unprecedented times, we at HP remain steadfastly focused on our customers as we rigorously address and mitigate evolving challenges resulting from the COVID-19 pandemic.

Early on in the pandemic, we navigated manufacturing and logistics disruptions. Currently, we are working tirelessly to meet extraordinary customer demand for our products driven by working, learning, teaching, and entertainment from home. We continue to work closely with our component suppliers and shipping providers to expedite orders as quickly as possible in order to meet this demand, including increasing approved suppliers, adjusting our production, transport, and delivery capacity, but the situation may remain fluid for several months. Accordingly, we appreciate your patience as we work diligently to deliver your orders.

Order status and potential delays on existing customer orders and/or repairs continue to be reflected in HP systems and will be regularly updated, including notifications via email upon order shipment or if your order is delayed.

Our teams regularly keep you informed of any improvement in the delivery dates in order to plan together products availability in time. Your assistance in providing us with future anticipated orders as soon as possible will help us with the production planning.

We continue to closely monitor the situation and are responding in real-time to customer and partner inquiries and support issues. We greatly value your business and appreciate your ongoing patience.

Please refer any questions regarding specific orders and/or repairs via your normal HP channels.

Regards,

Unicorn Leung
Account Manager
Printing & Personal Systems
HP Inc HK Limited