

October 24, 2023

Dear customer,

We truly appreciate your trust and patience.

We would like to provide you with an update on the status of our order processing:

- All orders for consumables and small equipment including diagnostics, RX products (other than controlled substances), and hazardous materials are being taken and fulfilled from all major distribution centers, with orders generally expected to ship within one or two business days.
- Customers are encouraged to place orders through your Henry Schein representative.
- Alternatively, customers can place orders through Henry Schein's telesales by calling the numbers below between the hours of 8 a.m. ET and 8 p.m. ET:
- Telesales:
 - **Henry Schein Dental:** 1-800-372-4346
 - **Zahn Dental:** 1-800-496-9500
 - **Henry Schein Medical:** 1-800-772-4346
- Our equipment service and installation teams remain unaffected. To speak with representatives of the following teams, please call:
 - The **Equipment Sales, Services, and Installation Operations** team at 1-800-372-4346.
 - The **TechAdvisors** team, which comprises skilled technicians who can diagnose dental equipment problems remotely, at 1-800-280-8990 or TechnicalAdvisors@henryschein.com
 - The **Handpiece and Small Equipment Repairs** team at 1-800-367-3674.

If you have a question about an existing order or any other inquiries, please contact your **Field Sales Consultant** or a **Customer Service Representative** at 1-800-472-4346.

The operations of [Henry Schein One](#), the Company's practice management software business, remain unaffected. If you have any questions, a Henry Schein One representative can be reached at 1-800-336-8749.

We sincerely apologize for any inconvenience, we thank you for your patience, and we value your business.