



Capsugel Australia Pty Ltd
Suite 610, 12 Century Circuit
Norwest. Sydney
NSW 2153
Australia

10/3/2025

Dear Customers,

Important Change Notification

Last Day for Purchase Orders with Lonza Bioscience Products

We would like to inform you about an important change regarding your service with us.

Effective 31st March 2025, Lonza Bioscience, Australia and New Zealand, will be transitioning to a distribution model through our partner Scientifix (www.scientifix.com.au). This change is part of our ongoing commitment to enhance our service offering and improve our overall experience for our valued customers.

March 31, 2025 will be the last day Lonza Australia and New Zealand will be receiving orders.

About Scientifix

Scientifix has been a leading agency in Australia and New Zealand for over twenty years. Scientifix is an Australian-owned provider to the life science community. They have an extensive knowledge in key areas of cell biology, molecular biology, and protein expression enabling them to provide effective workflow solutions and technical support to the local research community.

What does this mean for you?

- Streamlined service: The switch to distribution will allow us to provide more effective and faster delivery of products due to local warehousing, inventory, and distribution capabilities

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Lonza

- Access to new products: You will have access to a wider range of products and services tailored to meet your needs
- Dedicated support: Scientifix customer support team will be available to assist you with technical questions, order status, quotations, and deliveries
- Accessibility: All the Lonza Bioscience products will be available online at www.scientifix.com.au and through 3rd party portals to provide you with easy access and ordering efficiency

We understand that changes bring about questions and we are here to help. Over the next few weeks you will be contacted to ensure continuity of service. If you have any questions please feel free to reach out to either:

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Michael Keir: Michael.keir@lonza.com, Michael@scientifix.com.au

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We thank you for your continued support and understanding as we make this transition. We value your business and are excited about the opportunities this change will bring.

Kind regards,

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Director of Commercial Operations APAC