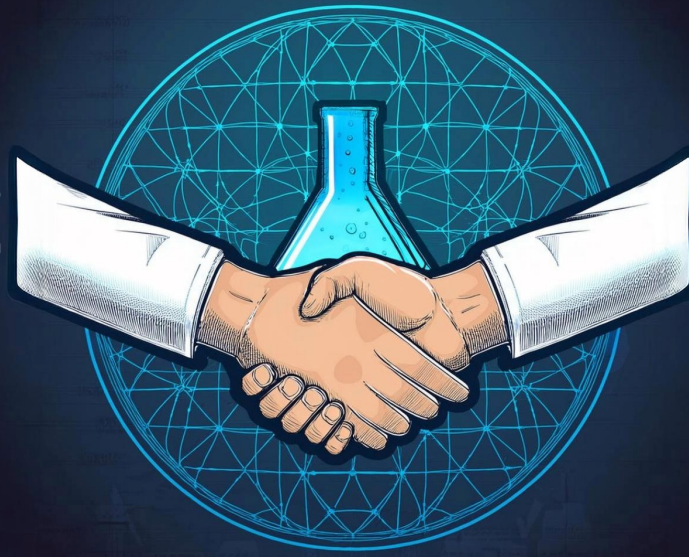


The Merck logo is displayed in a bold, blue, sans-serif font.The Lab Supply logo consists of the words "LAB SUPPLY" in a blue, sans-serif font, followed by a stylized molecular structure icon.

# Market Announcement

## Lab Supply and Merck Life Science Strengthen their partnership in the NZ Market

Lab Supply is excited to announce that effective from 1st January 2025, we will further develop our partnership with Merck Life Science. This means that Lab Supply will be your first port of call for all Merck Science Lab Solutions products.

Managing Director Adam Spurway said "We are thrilled to announce this enhanced partnership between Lab Supply and Merck. This collaboration provides the opportunity to deliver tailored local solutions and support. Together, we're committed to empowering innovation and excellence in every lab."

### How This Change Benefits You

#### **Increased Accessibility to Merck Products**

Faster delivery of Merck's extensive range of products right to your doorstep, ensuring convenient access to the products you need, when you need them.

#### **Localised and Improved Customer Support**

Lab Supply have a direct field presence in North & South Island and extensive knowledge of the NZ Life Science market. We aim to offer exceptional customer support, including pre-sales consultations, product demonstrations, and after-sales service tailored to your specific needs, supported by the Merck Life Science team from Australia.

#### **Timely Product Availability and Delivery**

Expect timely product availability as we maintain optimal inventory levels, reducing lead times and ensuring you receive your products as fast as possible.

The Lab Supply logo is located at the bottom left, featuring the words "LAB SUPPLY" in blue and a molecular structure icon.

info@labsupply.co.nz | 0800 522 787 | www.labsupply.co.nz

1

## Why Lab Supply?

Lab Supply is a family-owned and operated business with over 20 years of experience in the scientific and laboratory equipment industry and has been partnered with Merck for over 12 years. Our expertise and focus on customer satisfaction make us well equipped to drive your success.

## Why is this change happening?

This partnership with Lab Supply allows Merck to focus on core activities, including product development and innovation, while enhancing service delivery and support for customers within New Zealand.

2

3

## What if my product isn't available online?

Please contact us! We are adding to our online store all the time, however due to the expansive range available they may not all be online just yet, however we can still access and supply the full Merck range.

4

## What happens to my existing pricing agreement?

Lab Supply will now participate on NZCC pricing agreements for Science Lab Solutions products. If your pricing agreement has expired, contact us to set up a new agreement.

5

## What kind of support will Lab Supply offer?

We pride ourselves on exceptional customer support, and offer pre-sales consultations, product demonstrations, technical support and after-sales service tailored to your needs. We will also have access to Merck's Field Application Specialists.