

# Frequently Asked Questions for Online Orders

**18 March 2020**

**This document addresses common questions about the impact of the rapidly evolving COVID-19 situation and online orders.**

**Q: What can interfere with the successful delivery of my order?**

A: Many businesses in the affected areas have been ordered to close. If your designated shipping destination is a closed business, the package will be returned to Lexmark. If your location is closed, please provide an alternate location that is occupied and open to receiving shipments, which may be a residence.

**Q: How does each selected level of shipping affect shipping speed?**

A: Standard road-delivered shipments are being delayed up to 24 hours due to border closures. For urgent deliveries, choose express delivery, which will not be delayed.

**Q: When receiving a delivery, how can I avoid touching the delivery pen or tablet?**

A: An updated delivery procedure has been deployed, allowing customers to inform the driver that they do not want to sign. The driver will ask for the name of the package receiver, sign for the delivery himself or herself, and enter the customer name + "CV19" or some alternate note depending on carrier. This procedure is applicable in all European countries.

If the shipment is arriving via DHL Express, the customer can sign off on the air way bill or paper, and the driver will take a picture of this signature with the scanner. If that is not possible, there is also the option to select "no signature" and capture the name in the scanner.

**Q: What is the status of deliveries from Lexmark to addresses in Germany?**

A: The German government of Germany has declared a state of emergency, imposing the closure of all retail activities (shops, restaurants, bars, hairdressers, pubs) as a prevention measure against COVID 19 for an undefined time period.

Please see the FAQ above about shipments to closed business locations.

