

November 17, 2020

Dear Valued Customer,

**Re: Apotex Customer Service Holiday Hours**

As we prepare for the holiday season, please note our office schedule below:

- ❖ Wednesday December 23, 2020            OPEN (REGULAR BUSINESS HOURS)
- ❖ Thursday December 24, 2020            CLOSED
- ❖ Friday December 25, 2020                CLOSED
- ❖ Monday December 28, 2020                OPEN
- ❖ Tuesday December 29, 2020                OPEN
- ❖ Wednesday December 30, 2020            OPEN (REGULAR BUSINESS HOURS)
- ❖ Thursday December 31, 2020                CLOSED
- ❖ Friday January 1, 2021                      CLOSED
- ❖ Monday January 4, 2021                      OPEN (REGULAR BUSINESS HOURS)

In order to meet your delivery requirements, please ensure your **narcotic orders** are received no later than **Monday December 21, 2020** for delivery prior to December 23, 2020. This is due to our regulatory requirements to complete our year end cycle count.

For the cold chain shipments, please note the following:

- ❖ Orders received by December 21, 2020, will be shipped on December 21, 2020
- ❖ Orders received by December 28, 2020, will be shipped on December 28, 2020

Should you have any concerns, please do not hesitate to contact Apotex Customer Service @ 1-877-4APOTEX or email directly to [CSservice@apotex.com](mailto:CSservice@apotex.com)

Best regards,



Azire Pacheco  
Manager, Order Management & Customer Service