

Product Discontinuation Notification

Dear Valued Customer,

We hope this message finds you well. We would like to inform you about an important change regarding our debinding and sintering (D&S) services. At Forward AM, we recognize the critical importance of expert-driven processing in advancing the Metal 3D printing industry. To ensure you continue receiving the highest level of service and support, we have entrusted Elnik Systems, GmbH and DSH Technologies, LLC to take over and fully manage debinding and sintering services moving forward. This transition reflects our commitment to your success and confidence in their expertise to deliver exceptional results. Elnik will independently manage the D&S processes based on their own business model, terms, and conditions.

Therefore, we need to notify you about the immediate cessation of sales and discontinuation of our product “Debinding & Sintering Voucher Metal – up to 0.5kg.”

We deeply appreciate your understanding as we transition this service to Elnik Systems, a company renowned for its advanced technology and unwavering commitment to quality in both the metal injection molding and additive manufacturing industries. We are confident that this change will uphold the high standards you've come to expect.

What This Means for Your D&S Vouchers

- **Unused Vouchers at Sales Partners:** If you have D&S vouchers purchased in 2024 and still in stock, they can be returned to Forward AM B.V. in the Netherlands. For each voucher, a credit note of the original purchase price will be issued, which can be used for material purchases.
- **Redeeming Vouchers:** D&S vouchers sold by our distributors to end customers can still be redeemed at Elnik Systems GmbH as a €50 discount until **June 30, 2025**.
- **Expiration of Vouchers:** Any vouchers not redeemed after **June 30, 2025**, will unfortunately lose their value.

We understand that changes like these may raise questions, and we want to reassure you that we are here to support you throughout this transition. Should you have any concerns or require assistance, please don't hesitate to reach out. Your satisfaction remains our top priority, and we are committed to making this transition as seamless as possible for you.

Thank you for your continued trust and partnership.

Best Regards,

Forward AM Technologies BV