



ICE Trikes COVID-19 Statement 23/04/2021 Update

With the continued situation worldwide and the “Lockdowns” starting to ease from our Governments as the vaccination program rolls out globally, we are still being cautious, but we wanted to give you an update on what and how we are doing.

Our procedures here at ICE Trikes HQ remain in line with all government guidelines and we are going beyond them in many areas of our operation to ensure the safety of our employees, shipping partners and our wider triking community.

We are adhering to all the updated government guidelines and the extra measures we voluntarily implemented have been very effective and are working. These measures have successfully; to date prevented any issues directly related to the virus with any of the Team members at ICE HQ.

We continue to ship trikes daily in record numbers, respond to our customers technical queries quickly and make sure our family of ICE riders and dealers worldwide is supported now and moving forward.

As I am sure you can understand we have been experiencing and forecasting some delays with building and shipping due to extremely high demand and some serious component supply challenges, but we are working hard to minimise these wherever possible and exceed your expectations. We are currently working on 20-25 weeks on new orders for trikes.

Please rest assured your trike and accessory orders are being processed and trikes are being built and shipped as quickly and as safely as we can.

Our customer support teams are working very hard to keep you updated with any information and or support you need but this is also taking a little longer due to the volume of enquires and information requests.

Our purchasing department is also working very closely with our supply chain network on your behalf to secure as much product as we can for you.

In line with our Governments guidelines some of the office and production staff are still working from home where they can to minimise risks surrounding C-19.

Should you need any assistance with an order or technical advice please contact us by email including the Sales Order number if you have it with any questions in the first instance. We are able to deal with your questions much more efficiently that way rather than by telephone.

Thank you for your continued patience and support.

Best regards The ICE Team.