

Great news! Pregis acquired 3M's temporary protective films business, commonly known as Polymask. This includes the Conover, NC manufacturing facility and existing product portfolio. The business will be merged with Pregis' Surface Guard protective films division.

Are you a current 3M Customer that is new to Surface Guard?

Welcome! We look forward to developing a long-lasting partnership with you. We appreciate your patience as we begin this new venture together.

Here's some more information that you may find helpful:

Your products are still available. Over the next few months, it will be 'business as usual' for most customers. To ensure a smooth transition, 3M will serve as our distributor and continue to supply products of the business to **in-network countries**.

Not located "in-network"? We are eager to find a way to supply you with the same great protective film products you having been sourcing from 3M.

How do I know if I am located in an in-network country?

In-network countries include: Argentina, Austria, Brazil, Canada, China, Czech Republic, France, Germany, Hong Kong, India, Ireland, Israel, Italy, Japan, Korea, Mexico, Poland, Singapore, Spain, Switzerland, Thailand, United Kingdom, United States. *(List also at end of document)*

If I am in an in-network country, how do I purchase product?

For customers located in-network, your orders should be placed with the current 3M Customer Service desk. 3M will continue to take orders and ship orders until further notice.

What if my country is not included on the in-network list. How do I purchase product?

If you are located in a country other than in-network regions and your local 3M representative has notified you that they will no longer be able to provide this product, we can work together on the following options:

- If you are able to arrange for direct shipping/import from the U.S., please contact us directly and we will work with you to coordinate product pick-up. This method will ensure better lead-times and business continuity.
- If you are unable to arrange for direct shipping/import from the U.S., we can work with a freight forwarder to manage delivery on your behalf.

Please contact Surface Guard – International Sales directly for more details.

SGIntlSales@pregis.com or call 331-425-6300

A few questions that may be on everyone's mind:

Where will the product be made and shipped going forward?

All Polymask products will continue to be manufactured and shipped from Conover, North Carolina with the exception of a limited number of products that will continue to be contract-manufactured in Europe.

Will I still have access to all the same Polymask products?

Yes! There are no plans to change the product, item number or specs.

We will continue to produce the same products with the existing part numbers. If there are changes down the road, a Surface Guard Sales or Customer Service representative will work directly with you to ensure no gaps in service or performance.

How will I know when I should start placing orders with Surface Guard?

3M and Surface Guard inform you of any future changes to the ordering process. We will make every effort to keep customers updated on the timing of these changes through email and through direct communication. If you have any questions, please do not hesitate to contact us.

Who do I contact with questions?

We have a dedicated team of technical sales people available to locally support customers within the US. In addition, you can contact the Surface Guard Customer Service group with any questions. email@surfaceguard.com or call 331-425-6300.

If you are located outside of the US, please contact our international support group at SGIntlSales@pregis.com or call 331-425-6300.

In-Network Countries

1.	Mexico
2.	China
3.	Canada
4.	India
5.	Brazil
6.	Italy
7.	Japan
8.	France
9.	Korea
10.	Thailand
11.	Germany
12.	Argentina
13.	Israel
14.	Spain
15.	United Kingdom
16.	Ireland
17.	Hong Kong
18.	Singapore
19.	Austria
20.	Switzerland
21.	Czech Republic
22.	Poland
