



Wednesday, May 10, 2017

## Notification

Attn.: All Logiflex distributors and representatives

Customer service email addresses to better serve you

Logiflex has decided to alter its customer service approach to be more responsive for our dealer partners. Our old model assigned personnel to specific territories. The flaw in this model is that heavy request days can cause slow response times. Instead we have migrated towards a central pool of personnel with a single point of email and phone contact.

Although we lose the potential for a personal relationship, we gain greater efficiency in responding to our partner's needs.

Effective immediately the most efficient way to receive Customer Service support would be to call Logiflex at **1.877.864.9323 + 232** or via email at [customerservice@logiflex.ca](mailto:customerservice@logiflex.ca). We ask that Purchase Orders be sent to [orders@logiflex.ca](mailto:orders@logiflex.ca) where we will confirm receipt of your order quickly.

We also wish to confirm that there is no change toward your quotation account manager; you are keeping the same contact.

If you would like more information or have any questions, please contact us at 1.877.864.9323 during our office hours.

We thank you for your cooperation.

The Logiflex team