



Partner

New Customer Care Lines for RETAILpartners

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ICL is pleased to announce changes in the Customer Care and Warranty procedures to aid RETAILpartners in quickly resolving issues with shipments, deliveries and warranty parts.

Starting immediately, RETAILpartners should call **(800) 538-8716** for any required warranty or spare parts, or shipments required under **ZIP**. This service is available 8:00AM to 5:00PM Central Time Mondays through Fridays. When you call, instruct the representative that you want to open a "Customer Care Call" and you will be immediately transferred to one of the logistics people who will help you.

ICL continues to maintain a separate Customer Care line at **(800) 780-5525** for quick, "one-stop" solutions on problems such as:

- Parts damaged or missing from shipment
- Defective parts within 30 days of installation
- Incorrect parts shipped
- General quality issues

When you make the call, it is important that you have the backup information available. Please be prepared to supply the original Sales Order Number and Ship Date, the PIN or Part Number, the Serial Number and Revision Number of a board or unit (if applicable), the Ship-To Address, and a Contact Person and Telephone Number if a shipment will be required.

The Customer Care line is available from 7:00AM to 4:00 PM Pacific Time Monday through Friday, excluding holidays. If calling outside these hours, please record your problem and the above information on the electronic answering system, and immediate action will be taken the following business day. If emergency response is required outside these hours, you should use the standard procedures in place.

The purpose of the (800) 780-5525 Customer Care line is twofold. First, we want to provide a fast, straightforward method to resolve shipment and installation problems. Also very important, however, is that by establishing a single central point to handle these issues, corrective action and problem prevention will be much better organized and ICL will further improve its record as a reliable and high-quality supplier.

To Your Success,

Tony

Tony van Seventer
Manager: Supermarket Systems

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