

NEWS!

sia Abrasives (GB) Ltd. hits all time high service excellence

As the undisputed service leader within the UK abrasives industry, we would like to inform you of our unrivalled customer service initiatives to help you reduce costs, improve cash flow and enhance your service to your customers...

The sia Abrasives (GB) Customer Services office is open from 8.00am to 5.30pm Monday to Thursday and 8.00am to 4.30pm on Fridays. During these hours our **friendly & efficient team** are at your service to take orders, answer queries and offer technical support.

New and improved

We have recently moved our warehouse to bigger and better premises and the spacious new environment is proving to be a promising new home for our products. Our UK warehouse in Halifax, England stocks in excess of **8,000 product lines** of coated, non-woven and foam abrasive products with a total cost value of £2 million. All our products are available ex-stock, for same working day shipment - free of charge. This means there is no requirement for our customers to hold stock or place orders 5 days in advance and await shipment from a 'European Central Warehouse' - sia Abrasives (GB) Ltd has the stock and ships from the UK the same working day, every working day!

Our new late ordering cut off time means that each order placed for stocked items before **4.30pm** will be packed and shipped to you the same working day for overnight delivery - free of charge. Customers can place as many orders per day as required, when they require – no limit, no restrictions. Further to this, on request, we will ship your order directly to your customer or end-user the same working day for over night delivery – again, free of charge.

The advantages of our **excellent service** to you include:

- reduced stock holding
- improved cash flow
- unbeatable levels of quality & service
- no delivery charges.

No cost, no hassle, no drama

Since the beginning of 2009, sia Abrasives (GB) has reduced its minimum order value from £150.00 to **just £30.00** (not including VAT).

Another recent initiative that acts in support of our customer service levels is our Internet on-line ordering facilities. This e – trading system allows you to view stock levels in our UK warehouse, search & view your recent purchase history and also place orders with us on-line 24/7. For more information please contact your local Area Sales Manager or call the number below.

There are no service charges, no penalties and no asterisk or small print for this unrivalled level of customer service. These improvements underpin and confirm that sia Abrasives (GB) continues to invest in, and be the best in class for, exceptional service, delivery, product quality & technical support within the UK abrasives industry.

Unbeatable levels of service & support coupled with guaranteed price stability makes sia Abrasives the automatic choice for your coated & non-woven abrasive requirements.

The sia Group, now belonging to the Bosch Group of Companies and headquartered in Frauenfeld, Switzerland, ranks among the world's top three suppliers of coated abrasives. sia Abrasives develops, manufactures and markets complete abrasive systems tailored to specific requirements and applications for surface preparation and finishing of all kinds. sia Abrasives employs approximately 1,250 people worldwide and is represented with partners in over 80 countries.