

VOORTMAN CUSTOMER SERVICES



**WHEN YOU NEED US,
WE ARE THERE!**



DATE: November 2020
VERSION: 1.1

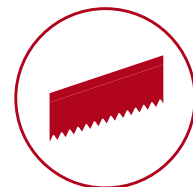
EVERYTHING YOU NEED TO GET THE MOST OUT OF YOUR VOORTMAN MACHINES!



SERVICE AND
SUPPORT



MAINTENANCE



PARTS AND
CONSUMABLES



TRAINING



RED MONITORING

“IN VOORTMAN WE FOUND THE PERFECT SUPPLIER, NOT ONLY FOR OUR MACHINERY BUT ALSO FOR THEIR AFTER SALES SERVICES.”

PAUL DE NEEF | MANAGING DIRECTOR, EMOTEC

As a result of many years of experience, we understand how to make the lives of our customers easier and more convenient through service. Voortman Customer Services are fully committed to assist you with all your needs to get the most out of your Voortman Equipment, even unlocking potential you might not be aware of yet.

We consider Customer Service to be so important, that we have made it a corporate strategic pillar, one that contributes to our two other strategic pillars, ‘Automation’ and ‘Output Maximization’.

In this brochure we will introduce our Customer Service Labels, whereby the best of all of our Customer Services are combined in a tailor-made Service Label Agreement (SLA).

VALUE FOR LIFE

MAXIMIZE UPTIME

Focused on training operators and minimizing interruption of the production process to assure optimal use of the machines.

RELATIONSHIP

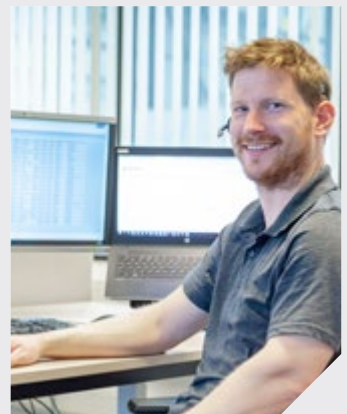
Establishing and maintaining relationships during the entire machine lifecycle based on customer needs.

TRANSPARENT

Disciplined and transparent: we do what we say!

RELIABLE PARTNER

A reliable partner to fulfill the need for tailored customer services.



SUPPORT

We want to make sure that your machines will always run as optimally as possible. In regards to questions or issues, we provide fast and efficient support through our Voortman support team. We have a qualified help-desk team with offices spanning the globe to assist your employees any time. All of our support engineers have direct, first-hand experience with Voortman machines, so they know the ins and outs of Voortman machines.



REMOTE SUPPORT

When you call us, our support team can access your Voortman machine remotely and start to analyze the issue and proceed with the actions that are required to fix the issue. Over 90 percent of all reported issues are solved remotely by the support department. For remote support, TeamViewer Quick Support is used by our support engineers. This software enables them to access your machine control in order to solve any interruptions or issues.

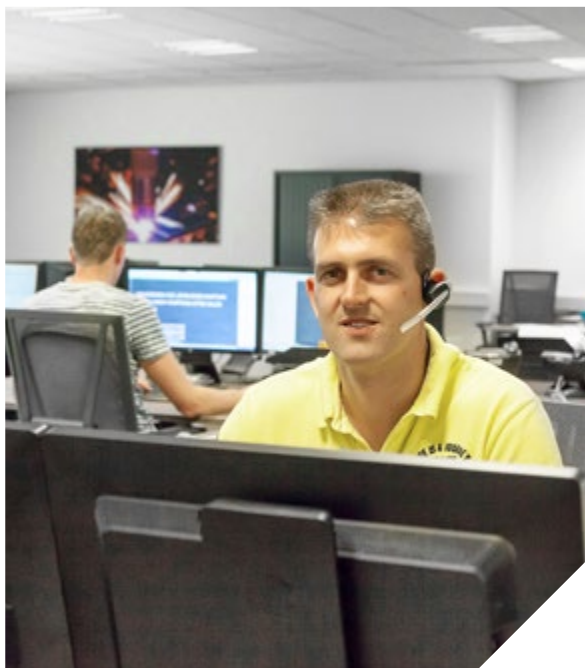
When a specialist or on-site service is required, Voortman will send a request to the Voortman Service department to coordinated remote service or on-site service visit.

SUPPORT RESPONSE TIME

We understand that any delay in production affects your business. The support response time is the maximum number of hours between when you submit a support ticket and when a support engineer provides an initial response. The response time varies depending on the type of Customer Service Label, which gives you the flexibility to choose the response time that is needed for your organization.

SERVICE

Our support team's goal is to solve your problem as fast as possible. If the solution to an issue persists beyond a reasonable duration, the support department can refer your case to a remote service engineer. You can also request to have an on site service engineer scheduled.



REMOTE SERVICE

In consultation with our service coördinator, you can choose to proceed with a remote service session. For this session a product specialist will be scheduled to cooperate remotely 1:1 with your maintenance- or technical crew to work on the issue. Our specialist will guide your crew through the necessary steps to eliminate the issue. This might be beneficial when urgent issues cannot await the required traveling time or for customers that are located in hard to reach area's.

SERVICE RESPONSE TIME

The service response time is calculated from the moment the support session ends and the support department has indicated that remote- or on-site service is needed, until the service engineer starts traveling or when a remote service is scheduled.

ON-SITE SERVICE

Service engineers are available globally and can be scheduled in case an issue can't be resolved remotely by Voortman's Support department or through a remote service engineer. Our service engineers are located in our main offices in Rijssen (NL), Monee, IL (USA) and Saint-Petersburg (RU). Our subsidiaries in Germany, France, the UK and Poland also have service engineers available for an efficient service visit. The Voortman service team is highly qualified in repairing all kinds of issues to get your machine(s) back up and running as quickly as possible. All service engineers are fully trained to repair the complete range of Voortman machinery.

In coordination with our parts & consumables department, parts required for solving issues will be determined directly. If needed, our service engineers also have the parts available when they arrive on site, so that required parts can be replaced quickly if necessary.

MAINTENANCE

Regular and routine maintenance will extend the lifetime of your Voortman machinery and prevent any unnecessary downtime. Specialized maintenance engineers will perform comprehensive checks based on inspection lists generated for each specific machine type.

You can focus on your core business while we take care of planning and the execution of the maintenance. Inspections will be scheduled around the same time each year. We will contact you ahead of time so the downtime can be planned around and scheduled. The number of visits needed on a yearly basis will be discussed with your account manager and will be scheduled based on your needs.



The preventative check-ups, performed by Voortman maintenance engineers, are included in our Customer Services Labels. Activities during the maintenance inspection include but are not limited to:

- Check parameters and if necessary, adjust them
- Check all moving parts
- Check all driven parts
- Check hydraulic and pneumatic parts
- Check safety mechanisms
- Check oil aggregate level and refill
- Clean / adjust sensors
- Check and lubricate spindles and bearings
- Check fit of all bolts and nuts
- Tension all chains and springs
- Check cables

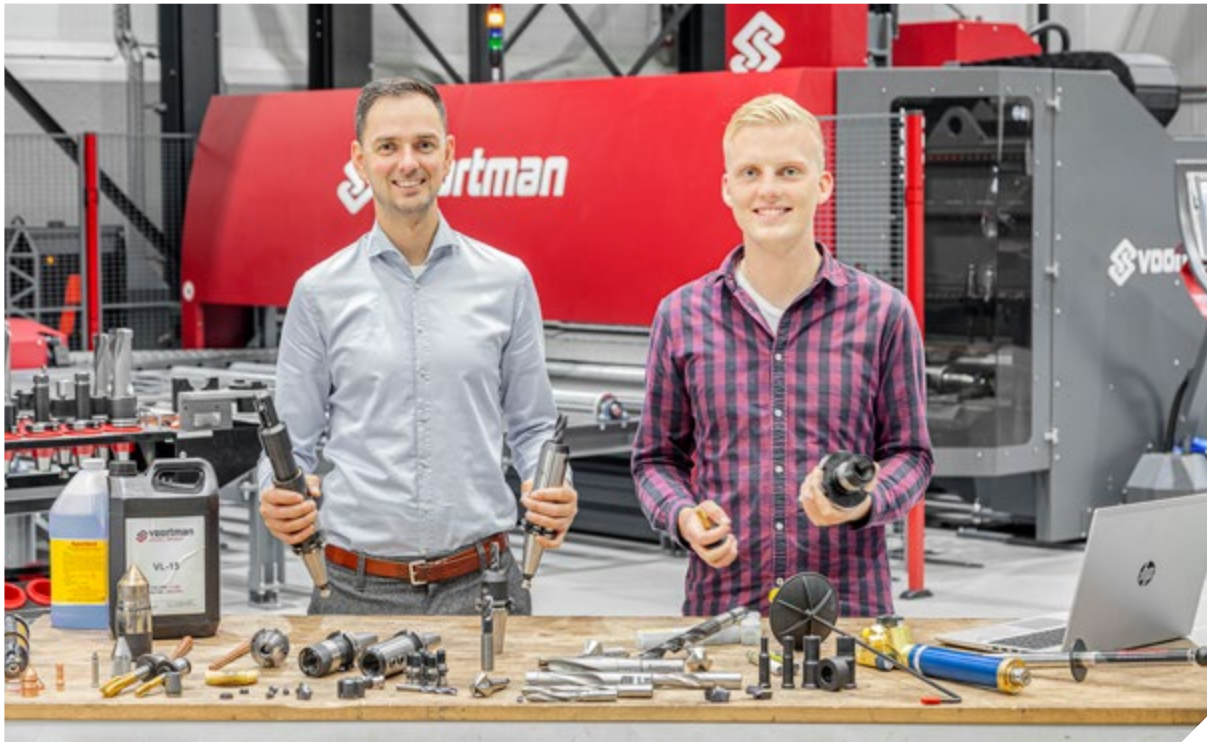
The maintenance engineer will also check all functionality of the machine and make adjustments where needed during the visit. The maintenance check requires a running machine. In case there are known issues with the machine to be inspected, we will discuss the issues with you before the visit so both the existing issues and the maintenance inspection can be addressed in one visit. The checklists used by our maintenance engineers are provided to our customers and can be used to issue a variety of quality certifications.

An inspection report is produced for each machine after each maintenance visit. The report includes the state of the machine(s), parts recommended for replacement and/or additional repairs needed. Voortman will provide a quote for the recommended parts and repairs based on the inspection and will schedule the repairs with you so the downtime can be scheduled ahead of time. This ensures optimal performance of your machinery.



PARTS & CONSUMABLES

To get the best out of your Voortman machine, genuine parts and high-quality consumables are essential. Voortman has three warehouses (east, central and west) that are strategically located, each with a large stock of high-quality parts and consumables. This enables us to deliver your ordered parts and consumables quickly and efficiently.



HIGH QUALITY

All consumables and parts are of the highest quality, coming directly from the Original Equipment Manufacturer (OEM) and providing the best quality and output for your Voortman machines. Our state-of-the-art warehouses are filled with almost every part or consumable needed for your Voortman machines. We stock a large supply of consumables from suppliers such as Kennametal, Gühring, Hypertherm, Kjellberg and many more. Worldwide delivery from the stock in our warehouses is available.

SHIPPING CUT-OFF TIME (CET)

Voortman stocks parts in our global warehouses and most in stock items ship out the same day they are ordered. Specific cut-off times will be determined by the label of choice.

Using high quality and original consumables not only ensures maximum consumable life but also extends the lifetime of your machine.

RED TOOLING SYSTEM

When getting your tools from Voortman, you will get the best fit and best quality of tools to get the most out of your machines.

To optimize your tooling stock, Voortman offers an Inventory Management System. This system contains a stock cabinet which can be filled with the tooling and consumables of choice. The system is also complete with software to help maintain your stock levels. Based on a detailed estimation of usage a stock for your tooling will be settled as well as a supply cycle. This will allow you to optimize your stock with a minimal risk of mis-stocking.

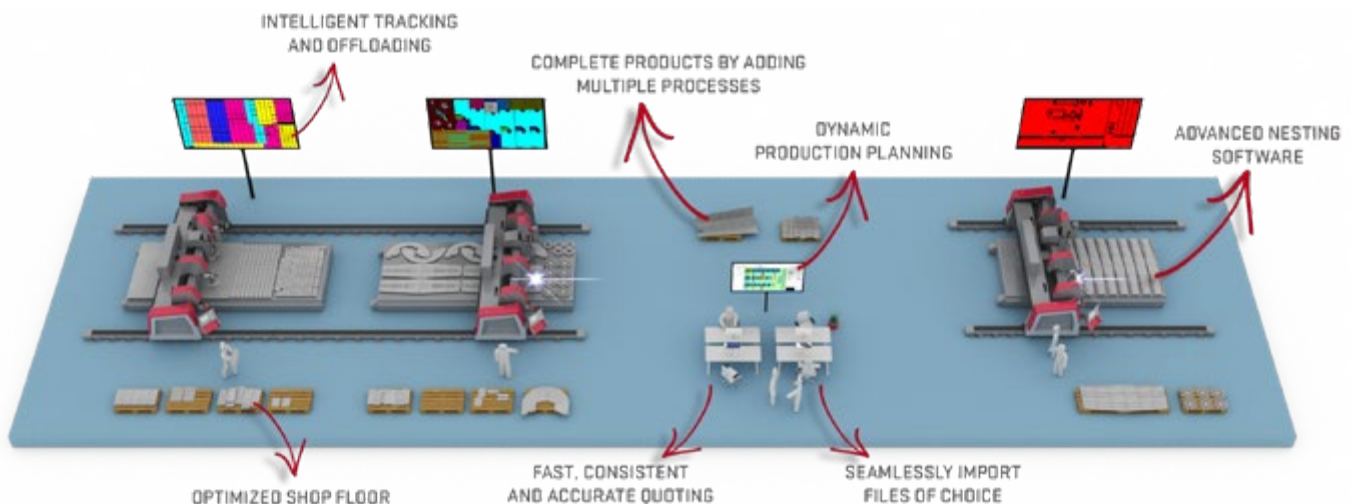
This system will also support you to get the best result out of your tools in terms of lifecycle. The tool life will be monitored and compared with your production data from VACAM. Any deviation in lifetime could indicate a misuse of the tool or wear in your machine, which could be repaired before it causes a breakdown.

Your account manager can provide you further details and check if an Inventory Management System is suitable for your company.



SIGMANEST

SigmaNEST advanced nesting solution software offers a wide range of customizable, modular features to get the most out of your manufacturing operation. Voortman is a strategic partner of SigmaNEST and offers this nesting solution with plate processing machines. This software is continuously improved and updated to keep it compatible with your computer OS. To receive updates and ensure the best support on your SigmaNEST software, if applicable, a yearly maintenance subscription is included in your Customer Service Label. Voortman offers and implement several SigmaNEST modules. We have in-house knowledge and expertise for 1st and 2nd line support which will help you with your SigmaNEST questions. Our SigmaNEST support team can also provide you with any kind of SigmaNEST training, on site or at our training center in the Netherlands.



TRAINING

To get the best out of your Voortman machine, proper understanding of the machine and software as well as having trained employees, is the key. That is why we offer comprehensive training sessions for machine operators with the aim of operating the machine as efficiently as possible, covering both theoretical and practical topics. A tailor-made program is created that matches the experience level of machine operators and their availability. We train operators either on site or at the Voortman Experience Center. The advantage of receiving training at the Experience Center is the complete focus of your operators by being in an environment other than your busy production facility.

The operator training consists of three main parts: Software, Application and Operation. In case of a Voortman plate cutting machine, we also offer a separate SigmaNEST training, which is specifically aimed at using SigmaNEST software on plate processing machines.

Based on your Customer Service Label you will receive additional discounts on training.



TRAINING PART 1 SOFTWARE

In part 1 'Software' of the operator training, the goal is to train your operator to work with the software. Key topics which are being discussed and trained are the structure of VACAM, programming of workpiece geometries and importing and preparing DSTV and DSTV+ files. For plate processing machines, your operator gets a specific SigmaNEST software training focused on the structure of SigmaNEST, the nesting of workpieces and working with and preparing nesting-files for the Voortman plate processing machines.



TRAINING PART 2 APPLICATION

In part 2 'Application' of the operator training, the goal is to train your operator to work with the machine and teach them specific characteristics of certain processes like sawing, drilling, cutting or punching. Key topics which are being discussed and trained are the machine design, machine options, safety instructions and technologies on the machine.



TRAINING PART 3 OPERATION

In part 3 'Operation' of the operator training, the goal is to guide your operator by running production with the new equipment and machinery. Key topics which are being discussed and trained are the working of the infeed and outfeed, buffer management and working with safety zones and systems.

RED MONITORING

Voortman designs machinery and equipment to give you the maximum output possible. This can only be fulfilled if the machines are maintained and used in the proper way. Voortman can assist you with monitoring your data.

MONITORING

With Red Monitoring, Voortman can, with your approval, collect and monitor your production data. With the availability of your production data you will receive the last discount step on the support module.

This is a growing part of the Customer Service Label and we will introduce more and more automation solutions for your equipment as we grow and develop our Red Digital Services area of customer services.



SERVICE LOCATIONS

● VOORTMAN UK

Manchester, United Kingdom

● VOORTMAN RUSSIA

Saint-Petersburg, 196105, Russland

● VOORTMAN HEADQUARTERS

Rijssen, The Netherlands

● VOORTMAN USA LLC

Monee, USA

● VOORTMAN AUSTRALIA

Brisbane, Australia

● VOORTMAN FRANCE

Lyon, France



Service location & Training facility



Service location

..... **CUSTOMER
SERVICE LABELS**





**INCREASE THE
LEVEL OF SERVICE
AND SUPPORT
WITH ONE OF
OUR CUSTOMER
SERVICES LABELS!**

CUSTOMER SERVICE LABELS

Voortman supports its partners all over the world before, during and after delivering a machine. With the Customer Services Labels we are taking a new step in combining the best of providing services to maintain the machine in the best conditions and providing parts & consumables to produce on the machine(s) we supply. By adding a Customer Service Label you will improve the quality and longevity of your machine as well as its results. Below we first will describe the warranty and our unlabeled service.

WARRANTY

All Voortman equipment is supplied with a standard warranty. During the agreed warranty period, your equipment is covered with our remote support, our remote- and on-site services as well as the supply of required parts. For these services the unlabeled service conditions will apply. Your warranty agreement can be upgraded with our Customer Service Labels and the available add-ons.

ONE MAINTENANCE CHECK A YEAR

MONTH: (EACH CONTRACT YEAR)

SUPPLY OF MACHINE:	1	2	3	4	5	6	7	8	9	10	11	12
ACTION:												
Service label invoicing												
Support Module												
Add-on*												
SigmaNEST SMP*												
Maintenance												
Maintenance execution:												


 for year after →
 for year after →
 for year after →
 ← for current year →



LEGEND:



Invoicing



Maintenance Execution (after receipt of payment)



If applicable

LABEL CONCEPT

To maintain the best output you desire from your equipment, Voortman can assist you in a variety of ways and therefore offers extra services in the form of Labels with different colors: White, Grey and Red. Depending on the specific needs of our customers, you can increase the level of service and support with our Grey, White or Red Customer Service Label for the next ten years. Each Label includes additional support options and additional discounts as well as various aspects of service such as guaranteed response time and training.

WHAT YOU CAN EXPECT

- More service with lower costs
- Build up your best service strategy
- Save costs by adding loyalty levels
- Support before, during and after the delivery of a machine
- Team of specialists who have answers on all questions
- Optimum quality is our mission
- Best output of your machine by offering technical support, service, maintenance, on-site services, parts & consumables
- Each Label includes additional support options
- Support during the entire life cycle of your machine

VOORTMAN CUSTOMER SERVICES LABELS



SUPPORT MODULE

All Labels, even the Unlabeled Label use the Support Module as starting point. The Support Module starts with availability from our remote support from Monday till Friday (24 hours) for a fixed price. We offer a discount on the Support Module based on the Customer Service Label you choose. Each label level, offers a discount on the Support Module.

WHAT YOU CAN EXPECT

- Clear communication
- Certified engineers with industry expertise
- High-quality equipment
- A great track record in solving problems

OVERVIEW

		WHITE LABEL	GR
SUPPORT	Support Module (discount)	33 %	66
	Maximum Response Time	12 hours	10 h
SERVICE	Remote Service (discount)	5 %	10
	On- Site Service (discount)	5 %	10
	Maximum Response Time	72 hours	72 h
MAINTENANCE	On- Site Inspection	✓	✓
PARTS & CONSUMABLES	Threshold Value	⊗	⊗
	Consumable discount	T.B.D.	T.B.
	Part discount	⊗	⊗
	Shipping Cutt-Off Time	2:30 PM	3:00
RED TOOLING SYSTEM		⊗	⊗
RED MONITORING	Monitoring	⊗	⊗
SIGMANEST	Supscription * if applicable	✓	✓
TRAINING	Voortman Training Center discount	5 %	10
	On- Site discount	5 %	10
ADD-ON ITEMS	Maximum Support Response Time	6 hours	4 h
	Maximum Service Response Time	⊗	48 h

KEY LABEL

%
ours

%
%

%
ours

✓

✓
D.

✗
PM

○

✗

✓

%
%

ours
ours

RED LABEL

100 %
8 hours

15 %
15 %
72 hours

✓

✓
T.B.D.
5 %
3:30 PM

○

✓

✓

15 %
15 %

2 hours
48 hours

UNLABELED SERVICE

0 %
24 hours

List price
List price

List price

List price
List price

✗
2:00 PM

✗

✗

15 % over
license value

List price
List price

✗
✗



WHITE LABEL

“THE WHITE LABEL SUITS A CUSTOMERS THAT WANTS TO BE PREDICTIBLE IN THEIR COSTS”

Our White Label covers all the maintenance needs for your machine(s). Full support, a periodic on-site maintenance visit and discounts on support and training are included.

MAINTENANCE

To extend the lifetime of Voortman machinery and prevent any unnecessary downtime, a regular maintenance check is essential. Maintenance engineers perform comprehensive checks based on inspection lists generated for each specific machine type. With this maintenance module you will receive a 33% discount on the Support Module.

- A periodic on-site maintenance visit
- Preventative check-ups
- Maintenance plan drawn up
- Tailored advice for parts, training and maintenance based on your needs and capacities
- A practical maintenance plan

ADD-ON

Additionally, in consultation with your Voortman account manager, it is possible to upgrade the response time for remote support for this label, therefore customizing the Label to better fit your specific needs.

- Shorter response time
- Less downtime
- Faster support



		WHITE LABEL
SUPPORT	Support Module (discount)	33 %
	Maximum Response Time	12 hours
SERVICE	Remote Service (discount)	5 %
	On- Site Service (discount)	5 %
	Maximum Response Time	72 hours
MAINTENANCE	On- Site Inspection	✓
PARTS & CONSUMABLES	Threshold Value	⊗
	Consumable discount	T.B.D.
	Part discount	⊗
	Shipping Cutt-Off Time	2:30 PM
RED TOOLING SYSTEM		⊗
RED MONITORING	Monitoring	⊗
SIGMANEST	Supscription * if applicable	✓
TRAINING	Voortman Training Center discount	5 %
	On- Site discount	5 %
ADD-ON ITEMS	Maximum Support Response Time	6 hours
	Maximum Service Response Time	⊗

ADVANTAGES WITH WHITE LABEL

- Discount on Support Module
- Faster response time
- Discount on service
- Discount on training
- Better shipping cut-off time

GREY LABEL

“THE GREY LABEL IS FOR CUSTOMERS THAT ARE LOOKING FOR MORE THAN JUST A SERVICE SUPPLIER, BUT RATHER A ONE-STOP-SHOP”

The Grey Label also covers all the maintenance needs for your machine(s). But by committing to a threshold value, for the purchase of spare parts and consumables, an additional discount on the Support Module will apply on this Label in addition to the other additional benefits of the Grey Label.

MAINTENANCE

To extend the lifetime of Voortman machinery and prevent any unnecessary downtime, a regular maintenance check is essential. Maintenance engineers perform comprehensive checks based on inspection lists generated for each specific machine type. With this maintenance module you will receive a 33% discount on the Support Module.

- A periodic on-site maintenance visit
- Preventative check-ups
- Maintenance plan drawn up
- Tailored advice for parts, training and maintenance based on your needs and capacities
- A practical maintenance plan

CONSUMABLES

Voortman offers the best suitable tools for your Voortman equipment. Customers that are interested in purchasing their consumables from Voortman, can add this commitment and receive an additional 33% discount on the Support Module.

- Consumables at competitive prices
- Discount based on total amount of threshold value
- Voortman consumables will result in the best performance of your machine(s)
- Next day delivery option

ADD-ON

Additionally, in consultation with your Voortman account manager, it is possible to upgrade the response time for support and service for this label, therefore customizing the Label to better fit your specific needs.

WHAT YOU CAN EXPECT

- Shorter support response time
- Shorter service response time
- Less downtime
- Faster support and service

		WHITE LABEL	GREY LABEL
SUPPORT	Support Module (discount)	33 %	66 %
	Maximum Response Time	12 hours	10 hours
SERVICE	Remote Service (discount)	5 %	10 %
	On- Site Service (discount)	5 %	10 %
	Maximum Response Time	72 hours	72 hours
MAINTENANCE	On- Site Inspection	✓	✓
PARTS & CONSUMABLES	Threshold Value	⊗	✓
	Consumable discount	T.B.D.	T.B.D.
	Part discount	⊗	⊗
	Shipping Cutt-Off Time	2:30 PM	3:00 PM
RED TOOLING SYSTEM		⊗	○
RED MONITORING	Monitoring	⊗	⊗
SIGMANEST	Supscription * if applicable	✓	✓
TRAINING	Voortman Training Center discount	5 %	10 %
	On- Site discount	5 %	10 %
ADD-ON ITEMS	Maximum Support Response Time	6 hours	4 hours
	Maximum Service Response Time	⊗	48 hours

ADVANTAGES WITH GREY LABEL COMPARED TO WHITE LABEL

- More discount on Support Module
- Faster response time
- More discount on service
- More discount on training
- Better shipping cut-off time

RED LABEL

“THE RED LABEL IS FOR CUSTOMERS THAT ARE LOOKING FOR A PARTNERSHIP TO GET THE BEST OUT OF THEIR INVESTMENT”

The Red Label provides the fastest response time and best discounts on support, service and training and covers all the maintenance needs for your machine(s). To get the most out of your Voortman equipment, Voortman will include a remote monitoring service with this Service Label and contacts you at least once a year to review the contract conditions and we will advise you on any possible improvements.

MAINTENANCE

To extend the lifetime of Voortman machinery and prevent it from any downtime, a regular maintenance check is essential. Maintenance engineers perform comprehensive checks based on inspection lists generated for each specific machine type. With this maintenance module you will receive 33% discount.

- A periodic on-site maintenance visit
- Preventative check-ups
- Maintenance plan drawn up
- Tailored advice for parts, training and maintenance based on your needs and capacities
- A practical maintenance plan

CONSUMABLES

Voortman offers the best suitable tools for your Voortman equipment. Customers that are interested in purchasing their consumables from Voortman, can add this commitment and receive an additional 33% discount on the Support Module.

- Consumables at competitive prices
- Discount based on total amount of threshold value
- Voortman consumables will result in the best performance of your machine(s)
- Next day delivery option

RED MONITORING

To get the most out of your Voortman equipment, Voortman will include a monitoring service with this contract label. With your permission, Voortman will monitor your system remotely and actively collect and use production data. With this module you will also receive 33% discount on the Support Module, thereby making Support available to you free of charge.

ADD-ON

Additionally, in consultation with your Voortman account manager, it is possible to upgrade the response time for support and service for this label, therefore customizing the Label to better fit your specific needs.

WHAT YOU CAN EXPECT

- Shorter support response time
- Shorter service response time
- Less downtime
- Faster support and service

		WHITE LABEL	GREY LABEL	RED LABEL
SUPPORT	Support Module (discount)	33 %	66 %	100 %
	Maximum Response Time	12 hours	10 hours	8 hours
SERVICE	Remote Service (discount)	5 %	10 %	15 %
	On- Site Service (discount)	5 %	10 %	15 %
	Maximum Response Time	72 hours	72 hours	72 hours
MAINTENANCE	On- Site Inspection	✓	✓	✓
PARTS & CONSUMABLES	Threshold Value	⊗	✓	✓
	Consumable discount	T.B.D.	T.B.D.	T.B.D.
	Part discount	⊗	⊗	5 %
	Shipping Cutt-Off Time	2:30 PM	3:00 PM	3:30 PM
RED TOOLING SYSTEM		⊗	○	○
RED MONITORING	Monitoring	⊗	⊗	✓
SIGMANEST	Supscription * if applicable	✓	✓	✓
TRAINING	Voortman Training Center discount	5 %	10 %	15 %
	On- Site discount	5 %	10 %	15 %
ADD-ON ITEMS	Maximum Support Response Time	6 hours	4 hours	2 hours
	Maximum Service Response Time	⊗	48 hours	48 hours

ADVANTAGES WITH RED LABEL COMPARED TO GREY LABEL

- Free support
- Fastest response time
- Best discount on service
- Best discount on training
- Fastest shipping cut-off time

UNLABELED SERVICE

Our equipment can be covered with unlabeled service after the warranty ends. This solution includes access to our Support Module for a fixed price, as well as our other services against list prices.

WHAT YOU CAN EXPECT

- Service for list price
- All our services are available
- Over 90% of all reported issues are solved remotely by the support department
- For remote support; a remote support software application will be used by our support engineers
- Providing the best service is in our DNA

		UNLABELED SERVICE
SUPPORT	Support Module (discount)	0 %
	Maximum Response Time	24 hours
SERVICE	Remote Service (discount)	List price
	On- Site Service (discount)	List price
	Maximum Response Time	
MAINTENANCE	On- Site Inspection	List price
PARTS & CONSUMABLES	Threshold Value	List price
	Consumable discount	List price
	Part discount	⊗
	Shipping Cutt-Off Time	2:00 PM
RED TOOLING SYSTEM		⊗
RED MONITORING	Monitoring	⊗
SIGMANEST	Supscription * if applicable	15 % over license value
TRAINING	Voortman Training Center discount	List price
	On- Site discount	List price
ADD-ON ITEMS	Maximum Support Response Time	⊗
	Maximum Service Response Time	⊗



CONTACT INFORMATION

VOORTMAN STEEL MACHINERY B.V.

Headquarters

Voortman Steel Machinery B.V.
PO Box 87, 7460 AB Rijssen
Ozonstraat 1, 7463 PK Rijssen
The Netherlands
(t) +31 (0)548 536 373
(e) info@voortman.net

Service, Support & Maintenance

(t) +31 (0)548 536 399
(e) service@voortman.net

Parts & Consumables

(t) +31 (0)548 536 398
(e) parts@voortman.net



VOORTMAN USA

Voortman USA
26200 S Whiting Way
Monee, IL 60449
USA
(t) +1 (708) 885 4900
(e) service@voortmancorp.com

Service & Support

(t) +1 (0)815 468 6300
(e) service@voortmancorp.com

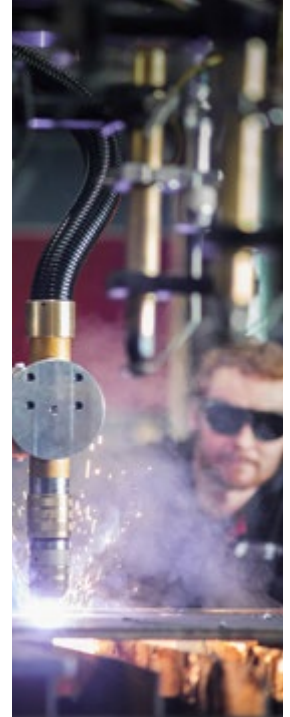
Parts & Consumables

(t) +1 (708) 885 4900
(e) parts@voortmancorp.com

Maintenance

(t) +1 (0)815 468 6300
(e) maintenance@voortmancorp.com





"IN CASE OF QUESTIONS, VOORTMAN PROVIDES AN EASY ACCESSIBILITY TO THEIR SERVICE AND SUPPORT TEAM, WHICH CONSISTS OF SKILLED AND QUALIFIED PEOPLE. WE GET QUICK REPLIES AND NEVER HAVE TO WAIT BECAUSE OF THEIR GOOD AVAILABILITY."

ERHAN AKOVA | PRODUCTION MANAGER, DORÇE | TURKEY

.....