

PACKAGING



**TECHNICAL SUPPORT
AT STOROPACK**
FAST AND RELIABLE

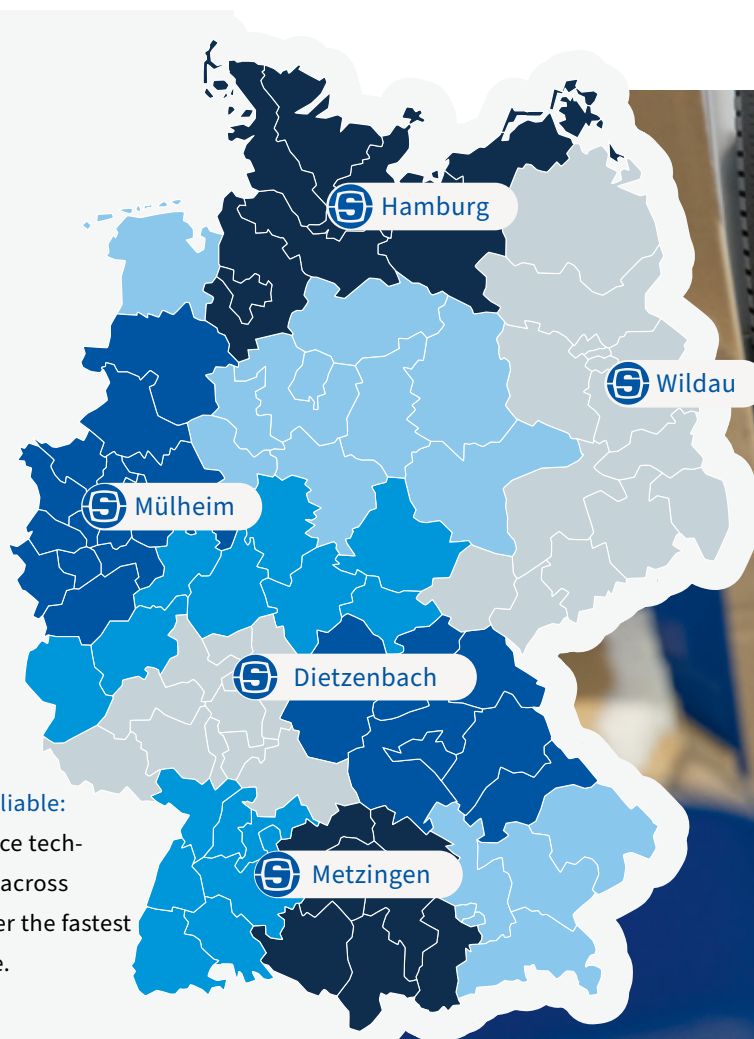
CUSTOMER SERVICE AT STOROPACK IS SOLUTION-ORIENTED AND COMES AS STANDARD.

Here at Storopack, we want our customers to be able to rely on our products. With this in mind, we attach considerable importance to optimum availability, fast response times, and outstanding customer service even when there might be a problem.

Storopack service technicians support customers with their in-depth product knowledge and technical expertise. They provide speedy and personal service throughout Germany and around the world.

STOROPACK TECHNICAL SUPPORT AT A GLANCE

- ▶ PERSONAL: CONTACT AGENTS CAN BE REACHED AT ANY TIME VIA PHONE OR EMAIL
- ▶ AVAILABLE: STOROPACK SERVICE TECHNICIANS PROVIDE TELEPHONE SUPPORT IN NEXT TO NO TIME
- ▶ VERSATILE: SUPPORT AND TROUBLESHOOTING IN GERMAN AND ENGLISH
- ▶ HIGHLY TRAINED: STOROPACK SERVICE TECHNICIANS RECEIVE ONGOING TRAINING AND DEVELOPMENT AS A MATTER OF COURSE
- ▶ HIGH-QUALITY: ONLY STOROPACK ORIGINAL SPARE AND EXPENDABLE PARTS ARE USED
- ▶ CERTIFIED: IN ACCORDANCE WITH DIN ISO 9001:2015
- ▶ FAST: 85% OF ALL SERVICE INQUIRIES ARE RESOLVED ON THE NEXT WORKDAY AT THE LATEST; THE REMAINING 15% WITHIN 48 HOURS AT THE LATEST



Personal and reliable:
Storopack service technicians, spread across Germany, deliver the fastest possible service.



HOW TO CONTACT YOUR SERVICE TECHNICIAN

Simply notify your usual Storopack representative of the problem.

Alternatively, you can call our central line on

+49-7123-1640



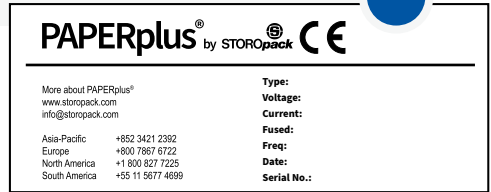
A service technician will be in touch.



Problem resolution by phone.

HAVE THE FOLLOWING INFO TO HAND:

- ▶ DESCRIPTION OF THE PROBLEM
- ▶ SERIAL NUMBER (LOCATED ON THE NAMEPLATE)
- ▶ PHOTOS AND VIDEOS, WHERE APPLICABLE



The nameplate can be found on your machine.

The service technician will schedule an on-site appointment with you.

Expendable/spare parts available immediately or within approx. 24 hours.



Problem resolution on-site.

Guaranteed EU-wide supply of spare parts within an average of

24 h

85%

of all service inquiries are resolved on the next workday at the latest



STOROPACK – PERFECT PROTECTIVE PACKAGING

Wherever in the world you send your products, we want them to be well protected while in transit.

SERVICE MEANS FOCUSING ON CUSTOMER REQUIREMENTS.

Here at Storopack, we take customer service extremely seriously, meaning that your processes can run without interruption and that problems can be resolved quickly in an emergency. An extensive network of Storopack service technicians is available to provide rapid support. We've got you covered.

 **More about Service at Storopack:** www.storopack.com/consulting-service

CONTACT US

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