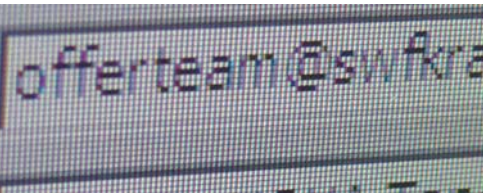


SWF Newsletter *sales* 05/2009



SWF Components Offers:

Optimized system for faster proceeding



SWF Spare Parts:

Your inquiry and order via e-mail

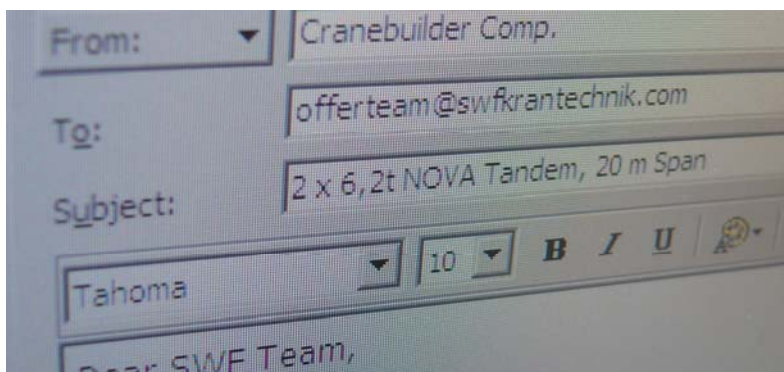
SWF Component Offers: Optimized system for faster proceeding

A direct and fast answer to your inquiry – that is the aim of the new offering system from SWF Krantechnik.

Each of your inquiries is labelled with a number of reference and is therefore traceable to your current projects by our team at any time.

The number of reference starts with the letters "INQ" and continues with a consecutive string of digits. Please do not change this number in the automatic confirmation of receipt sent via e-mail – it is necessary for any questions concerning the project.

Your familiar person of contact will take over the inquiry from our database and send you the offer.



Outline of the proceeding:

- 1.) You send your current inquiries conveniently via e-mail to offersteam@swfkrantechnik.com
- 2.) You receive a confirmation of receipt with the number of reference e.g. [INQ-002367]
- 3.) As a result you receive the SWF Krantechnik offer from your person of contact via e-mail as soon as possible.

Advantages:

The new offering system offers many advantages. We would like to emphasize the following:

Confirmation of receipt

You get an automatic confirmation of receipt that ensures the arrival of your inquiry or order at SWF.

Direct reference = Offer number

The number of reference (starting with INQ) labels your inquiry and continues even after finishing the project for possible questions.

Consistent documentation

The whole process from inquiry to conclusion is documented consistently.

Flexible access in case of temporary replacement

Even in case of a necessary replacement of your SWF person of contact a team colleague is able to view the data concerning your project and be of help to you.

Familiar person of contact

The responsibilities of the SWF Offer-Team are staying nearly unchanged.

Further information:

Further information will be given by Christian Heid, Office Manager Sales Support, at christian.heid@swfkrantechnik.com

SWF Newsletter *sales* 05/2009



Advantages:

The new offering system offers many advantages. We would like to emphasize the following:

Confirmation of receipt

You get an automatic confirmation of receipt that ensures the arrival of your inquiry or order at SWF.

Direct reference = Offer number

The number of reference (starting with SERVICE) labels your inquiry and continues even after finishing the project for possible questions.

Consistent documentation

The whole process from inquiry to conclusion is documented consistently.

Flexible access in case of temporary replacement

Even in case of a necessary replacement of your SWF person of contact a team colleague is able to view the data concerning your project and be of help to you.

Familiar person of contact

The responsibilities of the SWF Spare-parts team are staying nearly unchanged.

Further information:

Further information will be given by Thomas Wiest, Director Aftersales, at: thomas.wiest@swfkrantechnik.com

Original SWF spare parts: Your inquiry and order via e-mail

A direct and fast answer to your inquiry – that is the aim of the new offering system from SWF Krantechnik.

Each of your inquiries is labelled with a number of reference and is therefore traceable to your current projects by our team at any time.

The number of reference starts with the letters “SERVICE“ and continues with a consecutive string of digits. Please do not change this number in the automatic confirmation of receipt sent via e-mail – it is necessary for any questions concerning the project.

Your familiar person of contact will take over the inquiry from our database and send you the offer.

Outline of the proceeding:

- 1.) You send your current inquiries conveniently via e-mail to spares@swfkrantechnik.com
- 2.) You receive a confirmation of receipt with the number of reference e.g. [SERVICE-002367]
- 3.) As a result you receive the SWF Krantechnik offer from your person of contact via e-mail as soon as possible.
- 4.) Send your order including the number of reference [SERVICE...] in re via e-mail to spares@swfkrantechnik.com

Only original spare parts...



... provide original performance.
Guaranteed.