

New Service Process for MSA Canada



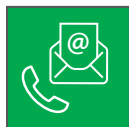
MSA Canada Implements New Service Process for Service Centres!

The new process provides customers with a Service Notification (service return authorization) for use in tracking. Key information about the product, problem and service required is captured up front allowing the customer service agent to provide you with the right service option at the time of your call.

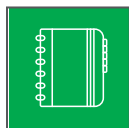
Most of our safety products have a menu of fixed price service options so that you will know the price with shipping included at the time you contact customer service for the service notification.

This process allows us to complete the service and the return of your product as soon as possible as the estimate process is eliminated for all fixed price services.

HOW IT WORKS



1. Contact our customer centre at 1-800-672-2222 to request a service notification *OR* email to canada.cs@MSAsafety.com.



2. Provide your billing, shipping and contact information.



3. Provide the product model, serial number and problem/service requested.



4. The customer service agent will provide you with service options available and pricing.



5. Provide your method of payment:
• credit card number
• purchase order number



6. Return the service notification form along with your product to the address specified.



7. For products requiring an estimate, the service centre will contact you for approval as soon as an evaluation is made.



8. The service centre will complete your service order and return it to you as soon as possible.

SERVICE NOTIFICATION REQUEST		
Billing Address (Sold To Account)		
Name		
Address		
Address		
City	State	Zip
Contact Name		
Phone		
Email		
Shipping Address (Ship To Account)		
Name		
Address		
Address		
City	State	Zip
Product Information		
Serial Number		
Service Requested		
Problem		
Code Group		
Payment Information		
Purchase Order		
Credit Card		
Estimate Required?	Yes	No

CALL: To return a unit for service, provide above information to MSA Customer Service at 1-800-672-2222.

EMAIL: To return a unit for service, provide above information to MSA Customer Service at canada.cs@MSAsafety.com.

SHIP TO: MSA Toronto Service Centre: U23-100 Westmore Dr, Etobicoke, Ontario M9V 5C3, T: 416-620-4225, F: 416-620-9697
 MSA Edmonton Service Centre: 12130 154th Street, Edmonton, AB T5V 1J2, T: 780-483-0988, F: 780-486-6650

Note: This Bulletin contains only a general description of the products shown. While uses and performance capabilities are described, under no circumstances shall the products be used by untrained or unqualified individuals and not until the product instructions including any warnings or cautions provided have been thoroughly read and understood. Only they contain the complete and detailed information concerning proper use and care of these products.



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 1000 Cranberry Woods Drive
 Cranberry Township, PA 16066 USA
 Phone 724-776-8600
www.MSAsafety.com

U.S. Customer Service Center
 Phone 1-800-MSA-2222
 Fax 1-800-967-0398

MSA Canada
 Phone 1-800-672-2222
 Fax 1-800-967-0398

MSA Mexico
 Phone 01 800 672 7222