

Dear Connie

I am delighted to be given the chance to provide some feedback about my purchase experience with Elbmar.

Background

Our Company is a new business venture which we have set up specifically to develop and bring to market a new garden leisure product.

Neither my business partner or myself had any previous experience of plastic injection moulding and therefore we were looking for a plastic moulding supplier who would help us understand the process and ensure that our component design was the most efficient from a tool and moulding perspective and thereby give us the confidence that we were being treated fairly.

Price for both the tool and the components was a critical consideration but also the willingness of the supplier to help us with our component design.

We invited three local plastic injection moulding businesses to quote for our business. After ascertaining by phone call that each prospective supplier was interested in providing a quotation, we emailed each with a detailed drawing and specification of the tool and part required. We then waited for their response

Elbmar

What immediately separated Elbmar from the other two moulders was that I was almost immediately phoned back by the MD Kevin Rich to acknowledge receipt of our email and confirmation of their intention to quote. Kevin also asked for some further detail which wasn't in the email. The other two moulders didn't respond immediately and in one case I had to chase them up and when they did respond, their response was from the sales office, not the MD.

Elbmar's next 'gold star in customer care' came from their feedback and advice regarding the design of the component. Elbmar advised that the component design could be altered to make the tool simpler and cheaper. We discussed Elbmar's comments with our designer and he consequently made alterations to the material content and tool design. No feedback was received from the other suppliers. This help and advice really separated Elbmar from the rest and gave us the reassurance and confidence that we were looking for.

We re-circulated the revised design to all three moulders. Elbmar's quotation was the first to be received back and it was the most competitively priced. Again, what distinguished Elbmar's quote from the rest, was that it was received direct by email from the MD and confirmed by post. Again, I had to chase up one of the other moulders for his quote.

Finally, Elbmar delivered on their promise at exactly the right time for us to start production.

Kind regards

Mr Mike Porter

Supplier of Quality Products to the Leisure Industry