

Making our world more productive



# Linde Customer Excellence Centers

Personalized service, industry experience, technical Support.



# Linde Customer Excellence Centers. Call Us. Get Answers.



Customers have come to appreciate and depend upon the great customer service provided by our local branches. Linde extends this personalized attention through four regional Customer Excellence Centers. Linde's Customer Excellence Centers are staffed with friendly, knowledgeable people – your team – who can assist you with all aspects of ordering and provide the service and support you need to help ensure your operation runs smoothly.

## Features:

- Consistent customer service
- Technical support on products and processes
- Easy access to orders and order status
- Help with product certificates and Safety Data Sheet

Linde's Customer Excellence Centers are an extension of the personal, professional service you expect when you visit or call your local Linde branch. You depend on your Linde representatives – they know you, understand your needs and are always ready to help.



Wouldn't it be great if you had an entire team of people standing by, ready to provide personalized service without interruption?

Now you do! Your regional Customer Excellence Center is just a phone call away, staffed with a specially trained team of representatives standing by. Like your local branch representative, each member of your team has quick access to your order history, account details and service preferences. Ask them your questions. Give them your orders. After a few calls, your Customer Excellence Center team members will become as familiar to you – and you to them – as the folks at your local branch. Plus, your Customer Excellence Center typically opens earlier and stays open later than your local representatives.

With four Customer Excellence Centers located across the U.S., your access to personalized support and expertise is backed by a national support network. Should unforeseen circumstances or disasters affect your region, you will be assisted by other Customer Excellence Centers.

**"As a business owner, I appreciate a good, knowledgeable customer service rep who shares safety precautions for handling the materials I'm using. You are one of the best I've encountered."**

- Customer quote



“Just wanted to take time to thank you for all you do – we throw a lot at you. There is a reason for that – you do exceptional work.”

- Customer quote

**Customer Excellence Center Advantages:**

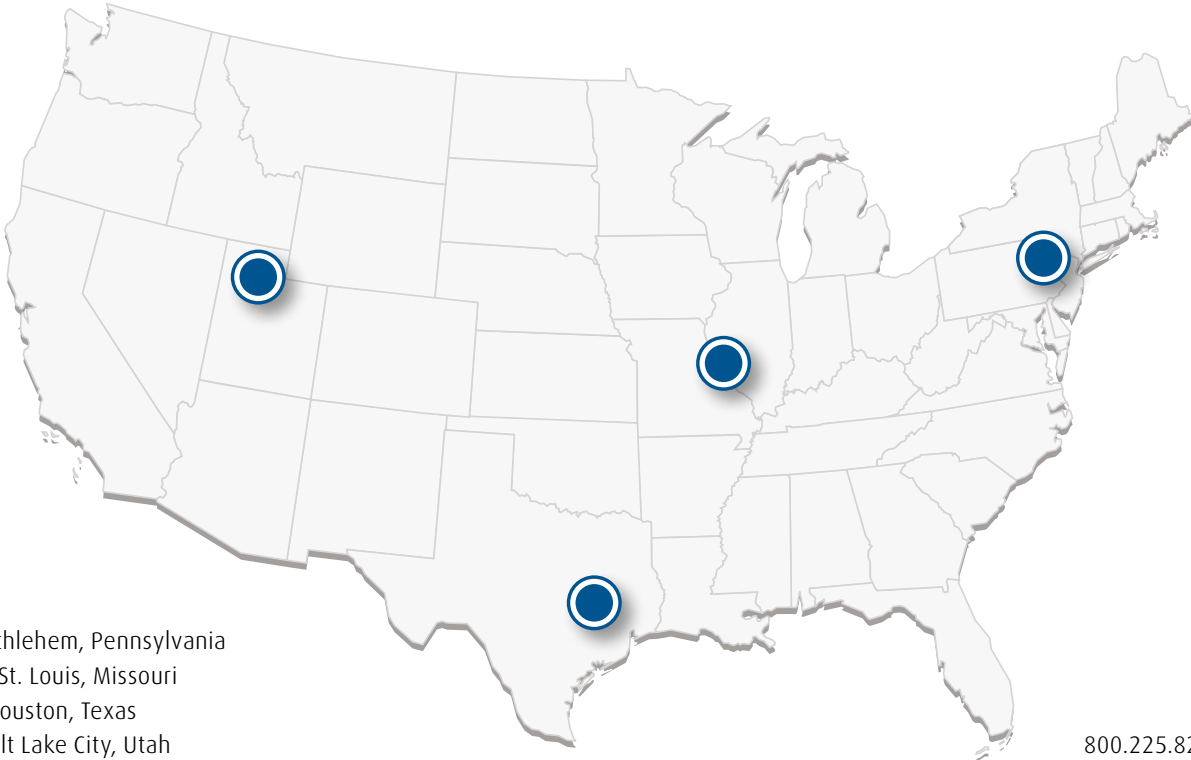
- Your call is always answered by a live person
- Your call is free from distractions and is never interrupted
- You can quickly place orders or obtain product information and availability
- You have broader access to technical information and support
- Your Customer Excellence Center is backed by national support

Have questions? Your Customer Excellence Center staff includes senior members knowledgeable of Linde’s products and services. The Center is also supported by metal fabrication experts on our

sales and metfab productivity teams. When challenges arise, your Linde team provides the answers needed to get your process moving again.

- Welding, industrial and specialty gases
- Laser gases and support
- CNC automated cutting
- Welding automation
- Material handling and metal forming
- Environmental controls
- Welding consumables

**Regional Customer Excellence Centers**



- East: Bethlehem, Pennsylvania
- Central: St. Louis, Missouri
- South: Houston, Texas
- West: Salt Lake City, Utah

Linde makes it easy to place your orders, so you can focus your attention on where it is needed most — your business.



“Linde’s Customer Excellence Center team offers great support. Very professional, positive, quick to react, and very detailed.”

### Contact your Regional Customer Excellence Center

Call 800.225.8247 to reach your regional Customer Excellence Center. Ask your representative for the Center’s fax number for easy order faxing.

### Linde Express

[www.lindedirect.com](http://www.lindedirect.com)

Register for Linde Express to search our inventory and check order status online. You can also place orders for gases, equipment and accessories; get invoice copies and delivery receipts; and check your cylinder balance. Customers with an established account can also access Linde’s resource database for Safety Data Sheets.

To set up and manage your Linde Express account online, give us a call and have your most recent Linde bill handy. We’ll help you set up your online access.

### Vendor Managed Inventory

Your Linde Customer Excellence Center representative can manage an on-site supply inventory at your facility.

### Gas Supply Telemetry

When implemented on a microbulk or bulk storage system, a Linde telemetry system can automatically generate just-in-time orders.

### Fax Ahead Order Program

We can create a custom template that is faxed to you ahead of your scheduled order time. This provides an easy-to-use form to fill out and fax back.

- Pay invoices online with a check or credit card
- Set up invoice delivery (electronic or paper)
- View and print receipts for payments processed online
- View, print, save, or download invoices, including downloading them into a spreadsheet
- Fast, secure, and convenient
- Easy to set up and easy to use
- Log in and get access 24 hours a day
- Manage multiple accounts

### Call Ahead Program

If you wish, we can call you at predetermined times and take your order by phone.

### Easy Order by Email

Ask your representative for your Customer Excellence Center’s email address for orders to make ordering as easy as sending an email.

Note: Ask your Customer Excellence Center representative if these time-savers are available in your region.

### Linde Inc.

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