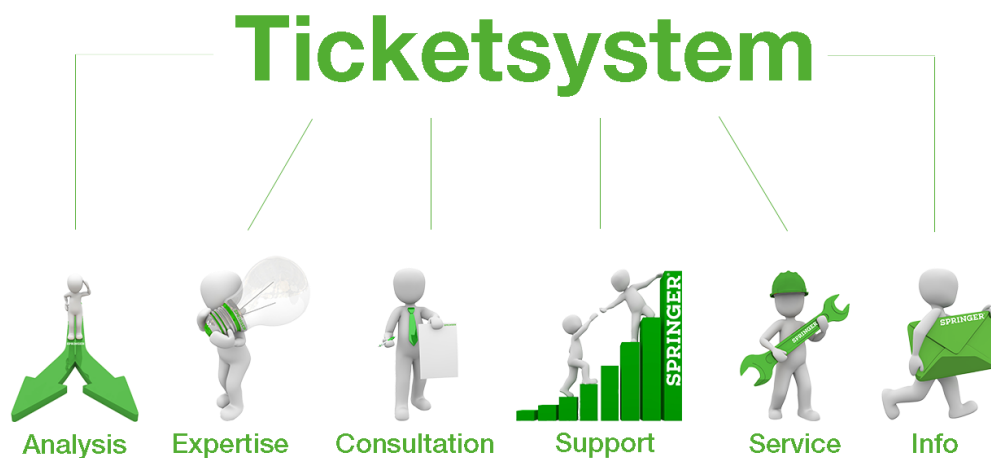


## SERVICE ORDER SYSTEM

To provide customer service with STRUCTURE, we at SPRINGER have introduced a ticket system to ensure a systematic handling of your requests.

All of your requests and wishes are recorded digitally, an essential advantage of the system. This means that several employees can handle your requests without any frictional losses. Thanks to this system, we can process your requests faster and increase our service quality.



### How to create a ticket?

It's very simple: just send an email to [service@springer.eu](mailto:service@springer.eu). Your mail will be automatically entered into our ticket system and a confirmation will be sent to you. Afterwards, one of our colleagues from the service team will contact you in order to process your request immediately and to your complete satisfaction.

### What is the quickest way to process the ticket?

The more precisely your request is described, the faster it can be handled. If you have any questions about a spare part, please let us know the SPRINGER plant number or item number, if possible, to ensure a trouble-free and quick processing.

Requests that are directly addressed to an employee will be delayed, as they firstly have to be entered into the system manually by the employee.

Please add the address [service@springer.eu](mailto:service@springer.eu) in your systems and pass this information on to your responsible colleagues!

We look forward to your inquiries!

Your SPRINGER Service Team