

Minimum Order Value Notification

Dear Valued Customer,

11th October 2017

As part of our ongoing commitment to customer service improvements at Ensinger Trig Engineering, we regularly review our business systems and look for opportunities to refine and improve our processes.

All customer orders received are processed through our AS9100 certified quality system. All orders are fully contract reviewed and treated with the level of scrutiny that our certification requires us to do so.

As part of our most recent review, we have identified that processing large volumes of small value orders is not cost effective, and is having a negative impact on our ability to efficiently process customer orders.

After analysing our resource usage for processing and contract reviewing orders, we have taken the decision to implement a minimum order value of £200.00 (excluding carriage and V.A.T) effective 1st November 2017.

By introducing this minimum order value we are aligning ourselves with the industry standard. We will actively encourage you, our customer, to consolidate several small orders into a single order to reduce the volume of transactions, thus helping us improve the service that we provide to you. This will benefit you with improved levels of service, faster response times and improved order management.

We would like to thank you for your existing business, and hope that you understand our decision as we endeavour to improve our customer service and make dealing with Ensinger Trig Engineering a much better experience. We value our mutual partnership, and believe that working together will make both our businesses grow and be sustainable for the future.

We look forward to your continued support.

Best Regards

Mark Tipton
Head of Sales

Ensinger UK Machining

