

# A&E FACTORY SERVICE

## A&E for Retailers

### Customized repair programs from A&E help enhance customer loyalty and increase organizational efficiency.

Retailers face unique challenges when selecting a repair service provider. Your customers' repair experience is an extension of your organization's values, commitment and expertise. Customer experiences must be positive and consistent—or your organization puts a valuable relationship at risk.

A&E understands that your relationship with your customer doesn't end at the sale — service and repair are critical links in the customer lifecycle. Our service and repair professionals not only protect your brand image, we represent and enhance it. We know the issues most important to you, and make them our mission. Our goal is to deliver customized repair programs that help improve your customers' experience and increase their trust and loyalty in your company.

By partnering with A&E you can focus on your core business while ensuring you are represented to your customers with the highest standards of conduct, efficiency and expertise.

### Leverage a nationally proven repair service resource

- **Help minimize product return** by relying on our technicians' advanced product knowledge and training
- **Limit repair inventory** in your retail stores by leveraging store stock repair capability
- **Over 3,400 experienced repair technicians** perform over 2 million service calls each year
- **Web-enabled laptops** and fully stocked, GPS-equipped vans support efficient, single-visit repairs
- **Thorough security and background checks** for all technicians
- **ISO compliant shop repair depots** and strategic positioning throughout the country ensure products are repaired quickly and correctly
- **Real-time scheduling** of repair appointments

### Focus on your bottom line, and increase efficiency

- A single point of contact helps control administrative costs and simplify the repair process
- Centralized billing systems provide accurate and timely billing information that helps you run your business more efficiently
- Service contract support to execute your organization's extended warranty program

### We never forget they're your customers

- We'll protect your brand image and foster customer loyalty—we value and respect your relationship with your customers and will never mine your customer data.
- Help control your repair/replace metrics
- Our strict privacy policy keeps your customer data confidential



## **We'll create a seamless, integrated network**

- Integration of your parameters into our Call Centers
- Analysis and uploading of your parts information into our systems
- Definition and implementation of your training requirements
- Understanding and profiling your claims processes

## **Authorized for major appliance brands, including:**

- Whirlpool
- GE
- Frigidaire

Based on your organization's unique needs, you may have additional questions. Tell us what they are, and we'll tell you how A&E can customize a third party repair program for your organization.

**Contact us today at 1-800-862-9226.**