

Distributor meeting 2023

Routines

LabRobot

– A PART OF AddLife

Ordering

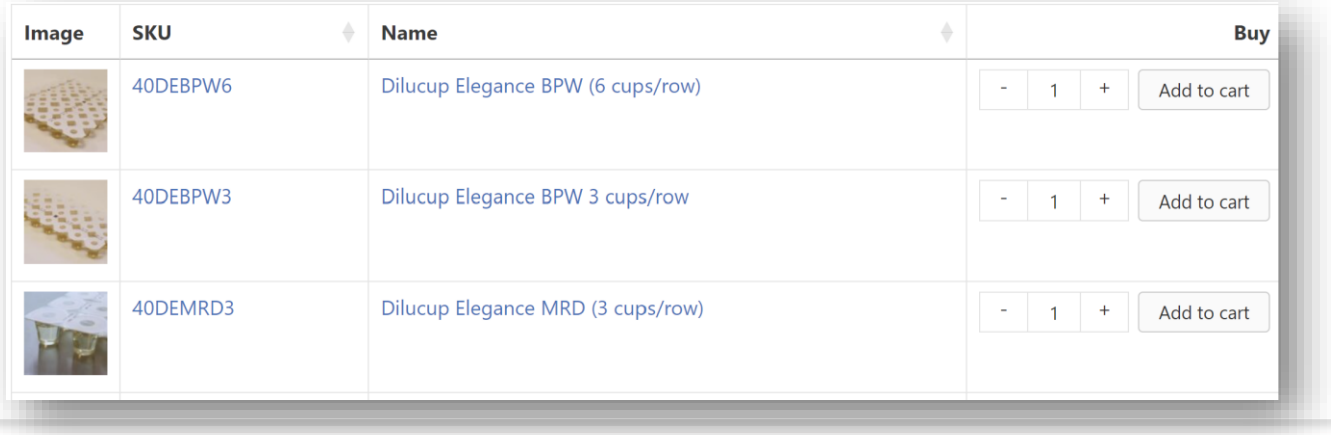


Image	SKU	Name	Buy
	40DEBPW6	Dilucup Elegance BPW (6 cups/row)	- 1 + Add to cart
	40DEBPW3	Dilucup Elegance BPW 3 cups/row	- 1 + Add to cart
	40DEMRD3	Dilucup Elegance MRD (3 cups/row)	- 1 + Add to cart

Orders to be e-mailed to: order@labrobot.com

- Orders are processed by **Fredrika Holmkvist**.
- Fredrika's back-up persons are **Hervé Laisis** and **Andy Hernandez**
- All 3 (Fredrika, Andy, Hervé) receive e-mails sent to order@labrobot.com
- Order confirmation with prices, batch numbers expiry dates and expected shipment date is systematically sent to you

Service on instruments

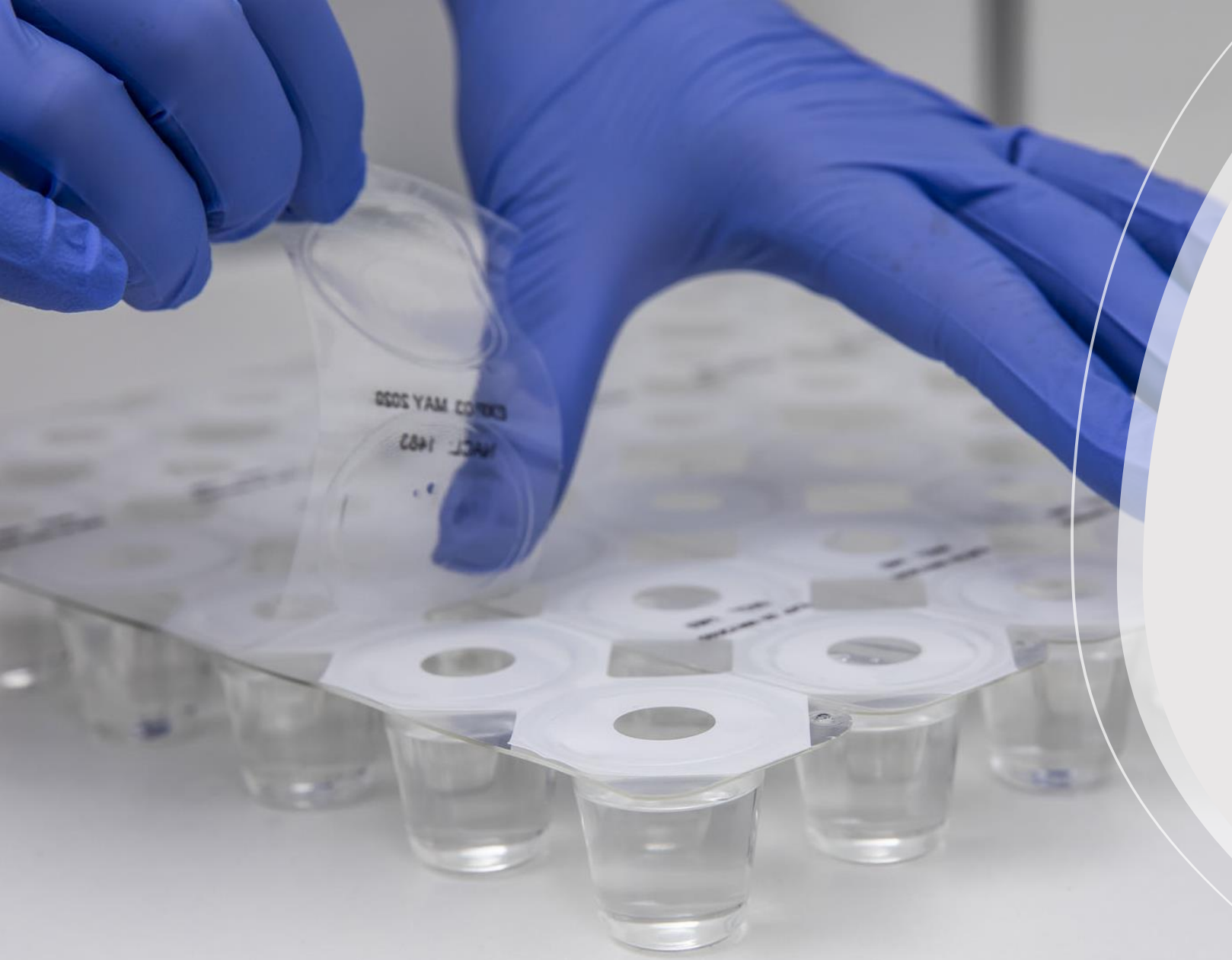
Service requests to be e-mailed to:
support@labrobot.com

- Coordinated by **Nicklas Larsson**
- Service itself mainly performed by **Anders Björkqvist** (DSIII), **Andy Hernandez** and **David Aronsson** (Dilugent Shaker)
- All 4 (Andy, Anders, David, Nicklas) and Hervé receive e-mails sent to support@labrobot.com



Avoid sending instruments to Stenungsund before having been in touch with us

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Marketing material

Requests regarding marketing material to be sent to elisabet.nunez@labrobot.com

- Most of the marketing material is available on www.labrobot.com in the “Distributors” section (visible only with distributor log-in)
- Elisabet’s back-up person is Hervé Laisis
- We do not produce hard copies
- *(only digital documents)*

Needing visit/sales support at customer

Requests regarding visits to be sent to herve.laisis@labrobot.com

- Regards:
  - Training at your place,
  - Training at customer,
  - Support during demonstration,
  - Follow-up visit at customer,
  - Support at exhibition/conference

- For eventual service visit contact support@labrobot.com



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Complaining

- Complaints should be registered on www.labrobot.com in the “Support” section (log-in needed)

- Complaints are normally coordinated by **Berit Bergström**
- Berit acknowledges complaints within 4 working days
- Berit’s back-up person is Hervé Laisis

- In complaints regarding Dilucup, please communicate the batch number
- In complaints regarding instruments, please communicate the serial number

KIITOS

ДЯКУЮ

DZIĘKI

DANKE

GRACIAS

TACK

DANKJEWEL

THANK YOU

MERCI

TAK

GRAZIE