

MICO MAKES GOOD ON PROMISES TO THE TRADE

NEIL MCINTYRE
BRANCH MANAGER
MICO HUTT CITY

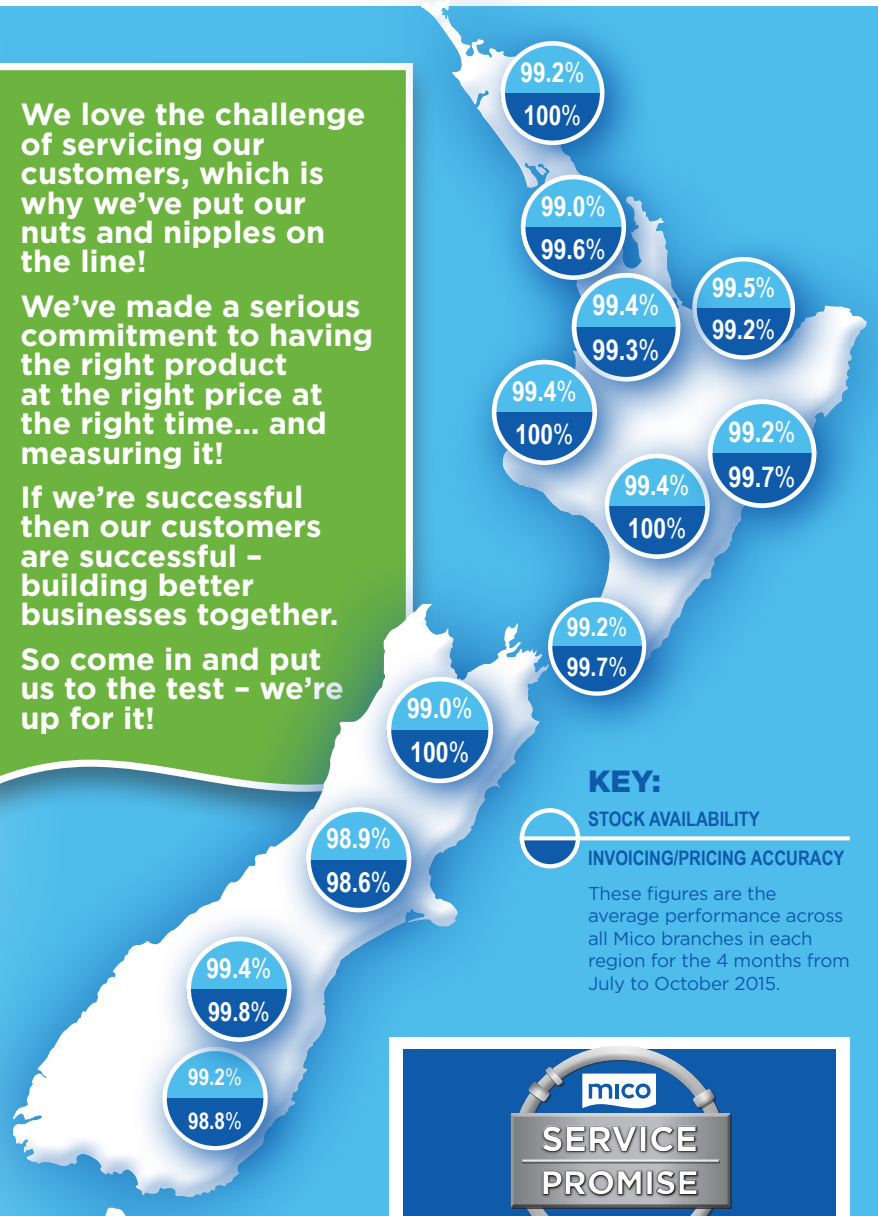


We love the challenge of servicing our customers, which is why we've put our nuts and nipples on the line!

We've made a serious commitment to having the right product at the right price at the right time... and measuring it!

If we're successful then our customers are successful – building better businesses together.

So come in and put us to the test – we're up for it!



KEY:



STOCK AVAILABILITY



INVOICING/PRICING ACCURACY

These figures are the average performance across all Mico branches in each region for the 4 months from July to October 2015.

As a direct response to feedback about what's most important to customers and as part of an ongoing quest to be the easiest place to do business, Mico has developed a Service Promise which launched at all Mico branches nationwide at the end of June this year.

The Mico Service Promise has six components ranging from stock availability to on-time delivery, with a strong initial focus on having 500 core plumbing products in stock at every Mico branch across the country, every day.

What differentiates our promise in the market is that it has consequences – if we fail to deliver we'll put our money where our mouth is and lunch will be on us.

Because no one should be easier to deal with than Mico.

0800 844 448 | www.mico.co.nz

SERVICE PROMISE

- 500 core products always in stock** or lunch is on us*
- You pay what we quote** or we'll credit you \$10
- Trained & knowledgeable staff**
- Click & collect within 30 minutes** or lunch is on us*
- Delivery of your order on time***
- Industry leading warranties on our exclusive products**

*Conditions apply. Find out more in-store.

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