

Sourcing Bespoke Products for a Current Customer

A North West based printing firm have been ordering contamination control consumables from their preferred supplier, cleanroomshop.com, for over 2 years.

In April 2011, the client contacted the cleanroomshop.com customer service team, as they needed help sourcing a product.



What made the client contact cleanroomshop.com?

The client was looking for some non-standard sized Tyvek® Lab Coats as they wanted visitors to their site to feel comfortable and found that often the standard lab coats they provided were not a roomy fit. The client knew from previous experience that cleanroomshop.com welcome the opportunity to help clients by sourcing difficult to find products, so got in contact for assistance.

How did cleanroomshop.com help the client?

The cleanroomshop.com team quickly sourced some suitable non-standard size Tyvek® Lab Coats and quoted the client. To combat the lead time on the bespoke items, cleanroomshop.com proposed to introduce the lab coats as a standard product so that the client's future orders should be fulfilled promptly.

What was the result?

The client has now begun ordering the specially sourced product so their visitors can feel comfortable when touring their facility. "The next day delivery and the customer service is spot on" says the account contact, "I am happy with the service and I would recommend them".

The larger lab coat sizes have also been added to cleanroomshop.com's standard product range so any customer can now order them. Stock is being held so future orders can be met on the standard next day delivery service.

Cleanroomshop.com are customer focused and are happy to source non-standard products, if what you are looking for is not within our extensive product range. To order the Tyvek Lab Coats mentioned here or to speak to us about your requirements, contact us today.

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