

New Customer Services Manager

Matt James has now moved on from Mercom and has been replaced by Kim Hall in the role of Customer Services Manager.

Kim has worked for Mercom for over two years in the central administration department and will be a familiar name for many of our existing customers.



Over the coming weeks Kim will be contacting the customers previously looked after by Matt to introduce herself, assist with any current queries and discuss any possible improvements to the day-to-day operation of the account.

Kim can be contacted directly on 01202 634903 or via e-mail at kim.hall@mercom.org

On-line RMA Request

You can now request an RMA number on-line via Mercom's website – simply visit www.mercom.org/rmarequests.

Ultrasource – IT Service Parts

Mercom have been Ultrasource's preferred service partner for over three years providing component level repair on notebook motherboards including bespoke packaging and labelling post repair.

ULTRA SOURCE
the professional IT solution

Ultrasource are one of the UK's leading providers of new and used IT service parts (Toshiba, Compaq, Dell and IBM) including many types of notebook screens. Their core business is very much based around the supply distribution (same day and next day) and inventory management of multi-vendor IT spares.

The partnership between Mercom and Ultrasource has strengthened the core activities of both companies and is characteristic of the relationship Mercom develops with its customer base.

Further information regarding Ultrasource can be obtained at www.ultra-source.co.uk

Previous Prize Draw

Congratulations to Jane Mathews from Hemel Hempstead who won the iPod Nano in our March prize draw.

Mercom specialise in the component level repair of:

- » Barcode Scanners
- » Data Collection Terminals
- » Desktop PCs
- » Dot-matrix Printers
- » Laser Printers
- » Notebook PCs
- » PDAs
- » Power Supplies
- » Printed Circuit Boards
- » Receipt Printers
- » Satellite Navigation Units
- » TFT/LCD Displays
- » Touchscreens

FREE PRIZE DRAW

Casio Exilim Digital Camera

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www.mercom.org/prizedraw
it only takes 30 seconds



Contact Us

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