

Key Contacts:	
Technical Inquires?	Administrative Needs?
<ul style="list-style-type: none"> <li>• Process/ technical questions</li> <li>• Turnaround requests</li> <li>• Quoting</li> <li>• Drawings, Specifications, Details</li> </ul>	<ul style="list-style-type: none"> <li>• Paperwork/ documentation concerns or requests</li> <li>• Invoicing, Quoting</li> <li>• Purchase Orders</li> </ul>
Rob Ducharme, Chief Technical Officer <a href="mailto:rducharme@thermexmetal.com">rducharme@thermexmetal.com</a> Direct Line: (780) 440-4780	Karen Millington, Customer Care Coordinator <a href="mailto:kmillington@thermexmetal.com">kmillington@thermexmetal.com</a> Phone: (780) 440-4373
Other Key Team Members:	
Rob Grenier, Operations Manager <a href="mailto:rgrenier@thermexmetal.com">rgrenier@thermexmetal.com</a>	Dale Lehtonen, QA/ Safety Coordinator <a href="mailto:dlehtonen@thermexmetal.com">dlehtonen@thermexmetal.com</a>
Rose Blades, Office Manager <a href="mailto:rblades@thermexmetal.com">rblades@thermexmetal.com</a>	Plamen Petkov, QA/ Lab Manager <a href="mailto:ppetkov@thermexmetal.com">ppetkov@thermexmetal.com</a>
Norm Hanson, President <a href="mailto:nhanson@thermexmetal.com">nhanson@thermexmetal.com</a>	Henk Vogelaar, Business Development Manager <a href="mailto:hvogelaar@thermexmetal.com">hvogelaar@thermexmetal.com</a>

Quote and Order Information Requirements:	
<ul style="list-style-type: none"> <li>• Company Information</li> <li>• Quantity of Parts</li> <li>• Description/Part Number</li> <li>• Material Grade</li> <li>• Case Depth/Hardness Requirements</li> <li>• Hardness Test Location</li> <li>• Turnaround Requests</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Person</li> <li>• Weight of Parts</li> <li>• Process Requested</li> <li>• Applicable Specifications</li> <li>• Purchase Order Number</li> <li>• Shipping Instructions/ Requests</li> <li>• Important handling concerns for parts</li> </ul>

**Shipping and Receiving Procedures:**

Please follow proper traffic flow and noted drop off zones as indicated below and onsite signage. Additionally, please avoid blocking the bay door as there is no dock present. Maximum 5000lb single-load forklift offloading only.



Please ensure that all steps are taken to prevent any delivery damage to parts (strapped, wrapped and secure). **Note:** All parts sent via courier must be prepaid and will be returned collect with the incoming courier unless otherwise specified. If you have any questions or concerns please contact Rob Ducharme.