

June 2020



As well as offering a full range of sheet metal fastenings, with flexible manufacturing capabilities, TR has made significant investment in the level of support it offers to enhance its customer service. We deliver comprehensive support to our customers across every requirement, from concept design through to technical engineering consultancy, manufacturing, supply management and global logistics.

TR is incredibly proud of its track record in delivering outstanding customer care, which is reflected in the testimonials we regularly receive from many of our longstanding customers.

"I have been trading with TR Fastenings for the last 20 years as a buyer for a sheet metal company and have dealt with many sales staff at TR in that time. I have found all of them to be very professional with excellent product knowledge and very articulate and friendly."

"My job involves talking to people every day and it is a pleasure to deal with TR Fastenings. There is always a cheerful helpful voice at the end of the phone which is not the case with some suppliers I have to deal with."

"Thank you TR for your continued support, competitive pricing, punctual deliveries and excellent staff. I will continue purchasing from you and recommending you to other companies." **Chris Sandford – Buyer – Lund Brothers Ltd.**

"The TR team is friendly, knowledgeable and always willing to help." **Greg Gisborne, Havant Sheet Metal Ltd**

What sets us apart?

TR is a trusted Full Service Provider (FSP) offering engineering design and manufacturing expertise to a wide range of industry sectors. TR works with companies from early design stage right through to specification, manufacturing, quality control and logistics.

Throughout the customer journey we always aim to exceed expectations, offering a service that is both friendly and knowledgeable, based on expert engineering advice. Our response time is second to none.

At its heart, TR aims to offer every single customer a seamless professional sales service from the initial enquiry and assisting with product suitability through to order and after-sales support. It is why many of our customers have been relying on TR for their sheet metal fastening needs for decades. We think our customer retention levels are testimony to our success.

Our industry knowledge

Fastening solutions are helping to shape the future in a number of key sectors, including electronics and technology, telecoms, HVAC, domestic appliances and sheet metal industries.

TR In the Spotlight

Customer service excellence... Cont.



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Our teams of customer service and sales operatives have a broad knowledge of industry sectors and have a reputation for building strong relationships with customers.

TR's account managers will learn everything they need to know about your company in order to deliver an effective service, be it in recognising historic requirements and new developments, or keeping up to date with challenges in specific industries. Our staff are very adept at signposting to other TR departments for engineering expertise when required and have a genuine understanding and empathy with customer requirements.

We are dedicated to helping our customers in overcoming application challenges. As well as a knowledgeable sales team, we have a bank of helpful and explanatory animations detailing product information and specific considerations.