



Kitagawa-NorthTech Now Offers Guaranteed Delivery

Kitagawa-NorthTech has responded to current market needs with the launch of a new customer service program entitled "Guaranteed Delivery" which provides customers a scheduled delivery date they can depend on.

Schaumburg, IL (PRWeb via [PRWeb](#)) September 18, 2009 -- [Kitagawa-NorthTech](#) has responded to current market needs with the launch of a new customer service program entitled "Guaranteed Delivery". According to Kitagawa-NorthTech marketing manager, Bill Graham, "Many companies provide customers delivery dates that are really soft and not realistic. The goal of our program is to provide our customers a scheduled delivery date that they can depend on. We're putting money on this program."

Graham went on to describe that the program provides a firm delivery date to the customer that accompanies the acknowledgement of a placed order. If the delivery date is not met, Kitagawa-NorthTech is discounting the invoice 10% for each day they are late, up to 50% of the purchase price of the component. Graham concluded, "We feel that this is the type of program customers should expect from a market leader. Our reputation should not only be for superior products, but also for responsive customer service as well."

For complete details, contact Kitagawa-NorthTech, Inc., 301 E. Commerce Drive, Schaumburg, IL 60173; 800-222-4138 or email to [inquiry\(at\)kitagawa\(dot\)com](mailto:inquiry@kitagawa.com)

ABOUT Kitagawa-NorthTech

Kitagawa-NorthTech is a world leader in providing workholding solutions for lathes and turning centers. Their complete line of products includes the industry standard B200 series as well as engineered custom workholding solutions. Kitagawa-NorthTech has expert engineers on staff to support customers through design and implementation of workholding solutions for all applications.

###