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Subject : CO-OPERATION MARLBO TRADING / MICHAUD

From : Aurore BABUT

MARLBO TRADING COMPANY (PVT) LTD
24, Abdul Gaffoor Mawatha
Colombo 03
SRI LANKA

Viriat / France, 15 June 2018

For the attention of Mr Maniyimuthu MUTHUVELU, Proprietor

Dear Sir,

MARLBO TRADING has been supplying the **MICHAUD** accessories in Sri Lanka for many years, serving the Power Grids **CEB** and **LECO** as well as the Private Market. We are honoured to work with such an efficient and professional organisation and hereby do express our deep gratitude as your esteemed company is holding our banner in Sri Lanka the best possible way.

(a) Quality of products

MARLBO TRADING is supplying quality solution to Power Grids, Contractors and Electricians. Delivering quality product is proof of respect to customers who trust you today and tomorrow. **MARLBO TRADING** has been always linked to international reliable manufacturers such as :

- **FLUCK USA** for measuring equipment
- **MICHAUD France** for cable accessories
- **NAGAKI-NJK Japan** for tools
- **P&B UK** for operating sticks...

Cable accessories represent less than 2% of the value of a low voltage electrical line (around 60% for cables, 20% for poles & hardwares, 20% for study & installation). 80% of proven incidents on the line are coming from the connection (low quality items, copies of major brands, wrong installation, bad training). Good quality accessories, good tools and good training offered by **MARLBO TRADING** ensure a safe and efficient work on the field on long terms basis.

(b) Commitment, coordination and communication

MARLBO TRADING is dedicated to customer services making sure end user is happy. The company is committed from logistics, technical and sales up to management to ensure the best is given to customer. Being a family owned company on a human scale, everyone is organised to achieve that simple customer service goal. Web Site and News Letter are showing how the company is opened to serve the electricity market and Sri Lanka in general. Communication is even reinforced through charity actions at schools, with monks, in hospital showing **MARLBO TRADING** is human organisation servicing others.

(c) After sales service

The **MARLBO TRADING** is holding local stock and products catalogues. Workers have been trained with manufacturers in order to help customers on the field. Stock and spare parts are stored at the company, assuring the quickest delivery program. Warranty offered on cable accessories are usually 2 years from date of manufacture that is engraved on body with 6 digits being also batch number (2 digits for year + 2 digits for week of the year + 2 digits for batch of the week). In any case, if a product creates troubles, investigation is performed straight away together with the manufacturer in order to solve any issue (checking errors if any, reinforcing training, adapting product, changing part or item).

(d) Delivery arrangement

Stock is ensured at **MARLBO TRADING** who offers the quickest delivery program. Frameworks contract are established with End Users so that to ensure product availability in Sri Lanka.

(e) Overall performance

MICHAUD as a manufacturer from France is honoured to serve **MARLBO TRADING** and Sri Lanka, the Country of Smile. People, workers and friends' smile when using our goods are best recognition of work, quality and service granted. **MICHAUD** has been facing few successes in Sri Lanka on overhead and underground and this would have never happened without the efficiency of **MARLBO TRADING**. Therefore, in the name of the **MICHAUD** organisation and its management, we have few words :

<< CONGRATULATIONS AND THANK YOU **MARLBO TRADING** >>

Wishing you a good receipt and looking forward to reinforcing relationship with **MARLBO TRADING**, working deeper on new projects in the near future, please do contact us for any further support you may require, assuring you of our best service all time.

Yours faithfully,

C. PUISAIS,
Export Manager

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