

**May 8<sup>th</sup> 2017**

**To: Sales Team - Wholesale**

**Subject: Work Order / Picture Requests**

As a leader in the industry, MAAX Bath always makes an effort to maintain its position with the competitive market and always strive to provide a quick and efficient response to work order requests.

Providing as much information initially regarding the nature of the issue reported will only help accelerate your request being dispatched. At times, the fact of only providing a written description of the issue will not allow our technical team members the opportunity to properly evaluate the extent of the issue reported.

Therefore, please send in pictures with each request to help simplify the decision making process. If pictures are not sent, the request may be delayed

In addition, we would like to reinforce the use of our web portal which allows you to place your service requests quickly and efficiently. If you have not yet registered, we encourage you to do so which will facilitate the processing of your service requests by going online at: [www.maax.com](http://www.maax.com) and select partner portal.

We would like to thank you for your collaboration,

Jean-Yves Auclair  
**Manager – Technical Service**  
**Maax Bath Inc.**