



## Fi-Tech, Inc.

Whether its a complete complex plant, individual machinery or spare parts which you need, one call to Fi-Tech gives you access to over 25 of the most technologically advanced manufacturers in the Synthetic Fibers, Nonwovens and Tobacco Industries.

**Fi-Tech is your direct link between the engineers and production teams that create the ever-changing technology that is essential to your production.**

For 30 years, we've worked to develop strong relationships with our European and American principals. Our principals rely on us to provide the accurate, highly detailed information they need to design your new production plant or integrate a new piece of machinery into your current line. They also rely on Fi-Tech to oversee the delivery and installation of every order we place with them. Our technical service support staff is always on call to troubleshoot, for emergencies, and for plant start-ups.

And, you can rely on us to communicate your needs effectively to our principals. We'll work closely with your representatives to develop the criteria for your new equipment, and then work to insure that the equipment we deliver meets those specifications. Your Fi-Tech representative has an engineering background and the technical expertise to understand your production needs and problems.

**Fi-Tech is your assurance that your order will be handled efficiently and delivered on-time.**

When you place an order with Fi-Tech, you can be assured that we will handle all of the details. Our staff is not only multi-lingual, it's knowledgeable in all currencies and has years of international banking experience. And, with our recently enhanced computer and communications systems, we can answer any questions you may have on the status of your order or inventory availability almost instantly.

In addition, we clear all shipments through the US Customs process with our ABI system - expediting orders by minimizing customs clearance delays.



In February 2002, we celebrated our 30th Anniversary as manufacturers' reps to the Synthetic Fibers Industry. Looking back, we've come a long way since then. When Lee Bassett founded Fi-Tech, he represented three manufacturers of specialized components for the Synthetic Fibers Industry. We've grown and diversified throughout the years and now, as one of the oldest and largest rep firms in the industry, we represent the most technologically advanced manufacturers in the Synthetic Fibers, Nonwovens and Tobacco Industries.

In 1995, following the establishment of the NAFTA Free Trade Zone, we opened a satellite office in Mexico. This office continues to grow to serve the expanding market in Mexico and Central America.

**Fi-Tech is uniquely qualified to assist you with your orders.**

We are not just sales representatives. We are Bonded Importers - assuming the responsibilities of importer and distributor on every order we place. In 1989, seeing the need to better assist both our principals and our clients, we installed the ABI system, a computerized link with US Customs Service for rapid processing of customer entries.

**Fi-Tech's commitment to service does not stop after your order has been delivered and installed.**

We are the only rep firm in the industry to have a service support staff on-hand to troubleshoot for you. One call to 804.794.9615 will connect you with our technical support team, which is available 24 hours a day, 365 days a year.

Our warehouse capacity is expanded to allow larger spare parts inventory and our computer system is upgraded to improve our work flow and the ordering process.

We understand the importance of good communications. That's why we created "In Line With Fi-Tech," our periodic newsletter - to keep you informed about the latest technological developments in the industry, notify you of new machinery introductions and let you know about new services at Fi-Tech. Prefer to communicate on the internet? Visit us at our website, [www.fi-tech.com](http://www.fi-tech.com). We'll answer your questions or take your orders from there.

In the future, Fi-Tech will continue to enhance customer service and product lines through evolving technology and by expanding into new fields and taking on new products.



**Fi-Tech, Inc.**

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