



## Service



With K LW, expect the friendly attitude and responsiveness of a small company, backed by resources and technologies typically associated with larger organizations.

Following are distinguishing service-related attributes of K LW:



### Supply Assurance Program

A backup supply of containers is always ready for same-day shipment when you take advantage of our inventory management program. This eliminates the unavoidable delivery delays and expense associated with rush production orders. This program is key to our record of 99% on-time shipment.



### Customer Care

We actually know our customers. Our "care team" approach provides you with multiple points of contact within K LW and ensures that you are known by name and served as a person, not "handled" like a purchase order. Personal attention and prompt response to your needs and questions are of the highest priority.



### Multiple Production Facilities

With manufacturing facilities in Ohio and Texas, and planned new facilities to be located regionally throughout the U.S., K LW is positioned to deliver high quantity as needed while responding to shifting demands.

*Doing business with K LW means you'll have the assistance of experienced service representatives — a care team — knowledgeable on plastic containers and aware of your particular needs as a customer.*

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