



Customer Service Philosophy

At FirstLine Gloves, Customer Service is personal; it is not just about the SERVICE, it is about the **CUSTOMER** we serve. Knowing you, your industry, individual job responsibilities, goals, both personal and professional, as well as your challenges, is our pleasure, not our job.

Our Company Slogan **"Technology from the Future... Customer Service from the Past™"** is our unique philosophy that has set FirstLine apart from the competition. Customer Service may be a fleeting value in business today, but at FirstLine our team prides ourselves in providing the customer with stellar service and the sense that we **CARE**.

Moreover, FirstLine is committed to the first responder market. We understand that our customers are frequently in emergency mode; therefore, our company will never utilize automated answering systems. It is our pledge, that if our customers are on call, then we are on call. In the event of an emergency, all customers are provided with 24-hour access to our team.

In addition, we recognize that the call of duty may prohibit the opportunity to follow up. Therefore, every employee is trained to assist the first time you call with order placement, end user education about our products' application in the field, technical information or pricing, or to simply bring some laughter and understanding to a stress filled day.

We consider it an honor to support your market and are proud of the many relationships we have built since our inception in 1996. We want your business to be our business, because at FirstLine,

"We depend on you...as much as you depend on us."

The FirstLine Team