

## New Service Process for MSA Canada



### MSA Canada Implements New Service Process for Service Centres!

The new process provides customers with a Service Notification (service return authorization) for use in tracking. Key information about the product, problem and service required is captured up front allowing the customer service agent to provide you with the right service option at the time of your call.

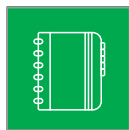
Most of our safety products have a menu of fixed price service options so that you will know the price with shipping included at the time you contact customer service for the service notification.

This process allows us to complete the service and the return of your product as soon as possible as the estimate process is eliminated for all fixed price services.

## HOW IT WORKS



1. Contact our customer centre at 1-800-672-2222 to request a service notification *OR* email to [canada.cs@MSAsafety.com](mailto:canada.cs@MSAsafety.com).



2. Provide your billing, shipping and contact information.



3. Provide the product model, serial number and problem/service requested.



4. The customer service agent will provide you with service options available and pricing.



5. Provide your method of payment:  
• credit card number  
• purchase order number



6. Return the service notification form along with your product to the address specified.



7. For products requiring an estimate, the service centre will contact you for approval as soon as an evaluation is made.



8. The service centre will complete your service order and return it to you as soon as possible.

SERVICE NOTIFICATION REQUEST		
<b>Billing Address (Sold To Account)</b>		
Name		
Address		
Address		
City	Province	Postal Code
Contact Name		
Phone		
Email		
<b>Shipping Address (Ship To Account)</b>		
Name		
Address		
Address		
City	Province	Postal Code
<b>Product Information</b>		
Serial Number		
Service Requested		
Problem		
Code Group		
<b>Payment Information</b>		
Purchase Order		
Credit Card		
Estimate Required?    Yes <input type="checkbox"/> No <input type="checkbox"/>		

**CALL:** To return a unit for service, provide above information to MSA Customer Service at 1-800-672-2222.

**EMAIL:** To return a unit for service, provide above information to MSA Customer Service at [canada.cs@MSAsafety.com](mailto:canada.cs@MSAsafety.com).

**SHIP TO:** MSA Toronto Service Centre: U23-100 Westmore Dr, Etobicoke, Ontario M9V 5C3, T: 416-620-4225, F: 416-620-9697  
 MSA Edmonton Service Centre: 12130 154th Street, Edmonton, AB T5V 1J2, T: 780-483-0988, F: 780-486-6650

Note: This Bulletin contains only a general description of the products shown. While product uses and performance capabilities are generally described, the products shall not, under any circumstances, be used by untrained or unqualified individuals. The products shall not be used until the product instructions/user manual, which contains detailed information concerning the proper use and care of the products, including any warnings or cautions, have been thoroughly read and understood. Specifications are subject to change without prior notice.

MSA operates in over 40 countries worldwide. To find an MSA office near you, please visit [MSAsafety.com/offices](http://MSAsafety.com/offices).