

LADD DISTRIBUTION: COMMITTED TO CUSTOMER CARE



LADD Distribution, a TE Connectivity company, specializes in the distribution, marketing, and technical support of TE Connectivity (TE)'s transportation product portfolio. Our staff is dedicated to helping customers get the products, solutions, and technical expertise they need when they need them. Our highly trained associates guide our customers through the process of placing orders, obtaining quotes, and receiving technical assistance.

LADD Distribution is dedicated to finding ways to assist our customers at all stages of design-in and assembly of industrial environmentally sealed connectors. Our applications consultants are available to provide on-site design-in assistance, technical support, and product training. Every step of the way we ensure that our customers find, procure, receive, apply, and service the right solutions for their specific applications.

Enabling customers to find the just right solutions

At LADD Distribution, we leverage our harsh connectivity experience and expertise across the world, enabling our customers to avoid under-designing or over-designing solutions for their robust connectivity needs. We help customers navigate products and select the right solutions for their applications. LADD provides Commercial Vehicle Technology (CVT) suitable solutions that have been pre-filtered from the broad range of TE products.

Making procurement easy for our customers – ensuring customers receive what they need when they need it

Many of LADD's customers are seeking harsh connectivity solutions for low-volume / design-validation (DV) builds, and LADD is ready to support all of their needs, including parts and hand tools. And when it comes to minimum order quantities, LADD frequently works directly with customers to provide quantities as low 1.

LADD Distribution has a network of global warehouse locations in the US, EMEA, and China. As a result, we have the capability to meet customers' next-day emergencies with same-day shipments. LADD's commercial delivery processes can be adaptable to their customers' needs. We can completely take charge of the shipping methodology or can work directly with their customers' freight suppliers.

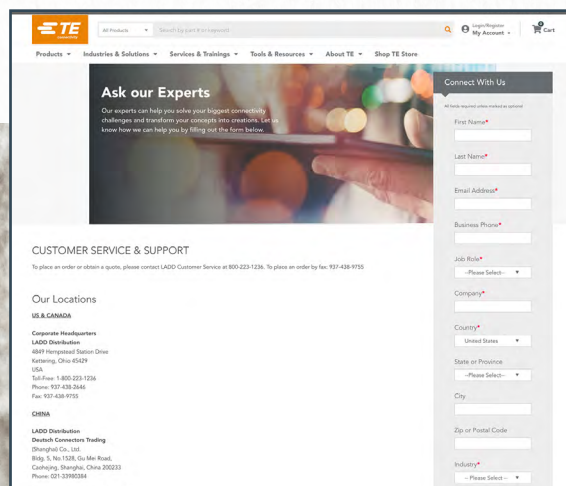
When customers work with LADD, they are provided electronic order acknowledgement, tracking information, detailed shipment information via te.com, and 24/7 call centers.

Supporting customers with expert service

With support centers in the US, China, Japan, and Germany, LADD customer care representatives are ready when our customers are. Representatives can help customers order samples, track orders, and save product lists. In addition, they can connect you with our technical experts on product solutions, technical updates, and additional resources as needed.

Here are a few examples of the support we can provide: When a farmer in the US traced his 40-year-old tractor's problem to a failed wire connection, he sent a picture to LADD's customer care specialist who was able to supply him with the right solution by the next day. As result, the farmer was back in the fields that same day.

A vehicle fleet manager in Germany needed to send assembly components to repair specialists in multiple locations. A LADD customer care representative sent pre-packaged kits with all the parts and tools needed to do field repairs directly to each location – without delay.



About TE Connectivity

TE Connectivity is a global industrial technology leader creating a safer, sustainable, productive, and connected future. Our broad range of connectivity and sensor solutions, proven in the harshest environments, enable advancements in transportation, industrial applications, medical technology, energy, data communications, and the home. With more than 85,000 employees, including over 8,000 engineers, working alongside customers in approximately 140 countries, TE ensures that EVERY CONNECTION COUNTS. Learn more at www.te.com and on LinkedIn, Facebook, WeChat and Twitter.

Connect with us

We make it easy to connect with our experts and are ready to provide all the support you need. Visit www.te.com/support to chat with a Product Information Specialist.

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Revision 10-2022

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