O+F Design GmbH . Horlecke 42 . 58706 Menden

To
all customers

24.11.2022

O+F Design GmbH und Fricke Services starten gemeinsame Kooperation im Kundendienst

Dear business friend and partner,

after short, but nevertheless intensive negotiations, we succeeded today in winning Fricke Services from Windhausen, one of the best service managers for stove hoods and hobs in Germany, for the nationwide customer service on our products.

As already announced at the beginning of this week, this restructuring will enable us to raise the entire customer service and after-sales service to a new and qualitatively higher level. We expect this to result in faster, more effective and more efficient handling of tasks in the product areas of stove hoods and hobs.

From now on, Fricke Services will take over the entire 1st and 2nd level support and will fully record and document all your concerns in the areas of complaints and service. The subsequent processing, solution finding and implementation will take place promptly in direct consultation with you or your customer.

You can reach our customer service from Monday to Thursday from 08:30 to 17:00 as well as on Fridays from 08:30 to 13:00 under the telephone number +49 (0) 2373 1609 - 15. You are also welcome to send us an e-mail to "kundendienst@of-menden.de".

We as O+F Design GmbH would like to take this opportunity to thank you for your patience shown to us so far. With this reorganization of the customer service begins from Friday, 25.11.2022, a change of times in your favor. We are very pleased about this step and look forward to the future strengthened and well equipped with the knowledge of an optimized service offer.

If you have any further questions on this subject, please do not hesitate to contact me personally by telephone.

With friendly and cooperative greetings
from the Niedersauerland and the Hönne town of Menden

Carsten Wille
- Managing Director -