

in brief:

ESECO - **E**lectronic **S**ervice **C**Ooperation

Initial situation:

Since 1st January 2009, tetraxx has been a member of ESECO, a Vienna-based association of 15 legally separate service providers and Austria's largest independent customer service cooperative within the electronics and household appliances sector. Employing more than 200 service technicians specially trained in customer care, ESECO is able to offer a nationwide servicing and logistics network for manufacturers, importers, specialist retailers and other distribution outlets.

The challenge: Customers value short repair lead times, quality workmanship and convenience. All member repair shops are registered as official partners of the leading brands and manufacturers in Austria.



Eseco scope of provision

- » Eseco offers a complete repair solution, including collection from the customer, servicing and the procurement of spare parts for electronic home entertainment equipment and electrical/electronic household appliances.
- » Eseco's areas of competence are as follows:
 - Repairs (in or out of warranty)
 - In-home servicing (i.e. call-out to end customer)
 - Installation, programming and servicing
 - Collections, deliveries
 - Supply of spares and accessories
- » Eseco handles customer service for the following items:
 - Colour TVs, video recorders, DVD players
 - Hi-fi and audio equipment, monitors
 - Washing machines, tumble driers
 - Dishwashers, fridges and freezers
 - Electric cookers, microwave cookers and kitchen appliances
 - Health and beauty products



Benefits for you:

By calling on the skills of well-established service specialists with many years' experience in the trade, you guarantee for yourself top-quality service, both in terms of performance and price. Eseco is a first-class service partner offering customers throughout the whole of Austria an efficient and affordable repair solution across the whole product spectrum.