

5 Qualities to Look for in Your Supplier to Impress Customers

It's easier than you think to offer your clients the best service possible: Look for the best service from your suppliers.

The way your suppliers run their business reflects on you – and when they go above and beyond for your orders, your customers will see you going above and beyond for them.

Learn the top 5 qualities to look for so you can impress your customers on every order.

Competitive Pricing

Win prospects over on price.

The easiest way to excite customers? Offer them low costs.

Rather than slash your profit margins for the sake of winning a sale, work with a supplier to get affordable costs from the get-go. If your supplier offers competitive pricing, you'll be able to save your customers money and still turn a profit.



HIGH QUALITY AT LOW COSTS

KLM Promo Products places large orders from their factories overseas to keep their prices low. They also always choose to work with factories offering the best prices so they can pass those savings onto you.

Fast Turnaround Times

What they want, when they want it.

In today's era of one-click shopping, customers want their orders FAST. Don't just meet your customers' deadlines: exceed them. Work with a supplier that offers quick turnaround times so you can get orders to your customers before they're expecting them.



For suppliers to complete orders fast, they need the capacity and equipment to do it. KLM Promo Products decorates in-house to save time on items being sent out for imprinting. In a rush? KLM Promo Products also offers 24-Hour Same-Day service.

Quality Control

Don't settle for less than the best.

Fast and cheap products mean nothing if they don't work right.

If you want your customers to come back for reorders, make sure their items are high quality. How can you be sure? Look for a supplier with a strict quality control process. The more involved they are during production, the less chance of faulty products being shipped out.



CHECKED, THEN CHECKED AGAIN

KLM Promo Products has an office in China that works closely with factories during production to check the products being made and ensure they are produced up to their standards. KLM Promo Products checks their items again before shipment, and AGAIN once they arrive in the United States.

Low Return Rates

Happy customers every time.

How can you be sure your supplier will be a good fit? Take a look at their previous customers.

If your supplier has low product return rates, that means their past shoppers have been happy with their orders. It's a safe bet your customers will be pleased with theirs, too.

How does KLM Promo Products achieve such low return rates? Through their strict quality control process and great customer service. The same person who takes your order communicates with production to make sure it's shipped out exactly as you planned.

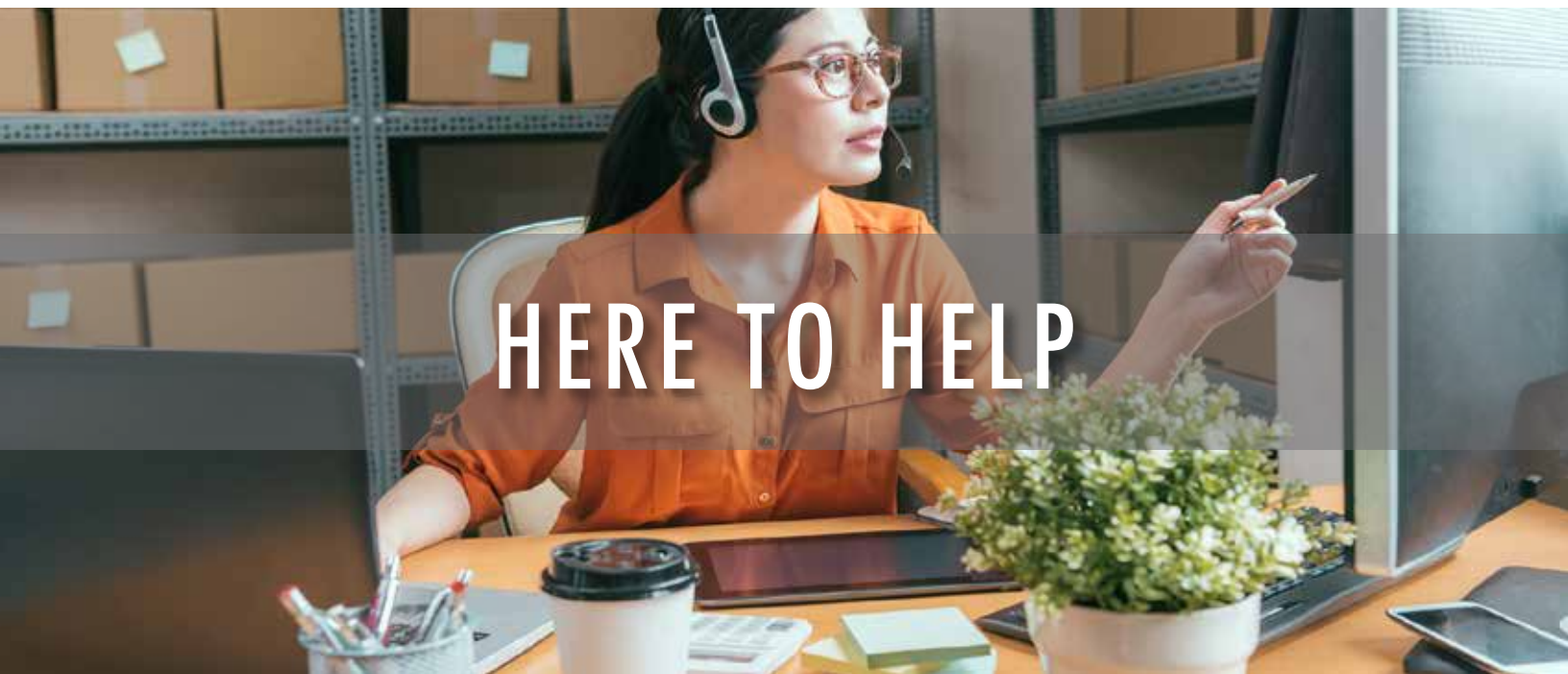


Customer Service

There for whatever you need.

To really WOW your customers, make sure you go above and beyond their needs. To do this, you need to partner with a supplier who will go above and beyond yours.

Choose a supplier with great customer service. If your clients have specific questions and concerns about their order, you'll be able to speak to someone immediately and get answers.



With KLM Promo Products, you're never left in the dark. Their customer service team is always happy to help you with any questions you have. It's their goal to make sure you feel comfortable and confident when ordering, which will help you relieve your customers' worries as well.

ABOUT KLM PROMO PRODUCTS, ASI/65216

For over 10 years, KLM Promo Products has been a leading supplier of promotional products, gifts and incentives.

Supported by a large network of factories overseas, we're able to bring our partners high-quality and competitively priced products for their customers

Want to work with us?

Visit us at

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or give us a call at

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