



The Americas • Europe • Asia Pacific • China

August 10th, 2020

To our Valued Channel Partners

We're moving!!

We are proud to announce that ITW's production of Thermal Transfer Ribbon for the Americas will be moving to Bloomfield CT. This move will include slitting, stocking and order fulfillment. The Bloomfield facility is viewed as the division's *Center of Excellence* for converting, inventory control and shipping product. Bloomfield has been focused on converting film product for our division since 2010.

Customer service will move to our Foils and TTR customer service center located in Newburyport MA. The customer service team consists of five individuals with over 25 years in the film industry.

We will move customers in Four Phases to ensure an orderly transition with a target completion date of Phase Four on December 2020. The first Phase of the move will commence on August 10th

During this transition period we will be converting and shipping products from both Chicago Heights and Bloomfield facilities. The order placement, fulfillment, shipping, and customer service will be seamless to you and your end users. You can expect the same best in class service and product quality that you have come to rely on from ITW and we look forward to serving you from our new home.

At this point your order placement and contact number will remain unchanged and fully serviced from Chicago Heights. As your move approaches, we will inform you on the date and provide the names of the appropriate contact people.

Should you have questions about the new location or our services, please contact us at 877-887-3456 .

Best regards,
Customer Service Team
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