

Powder Handling Excellence



Commercial & Customer Service organization

Dear Customer,

We are pleased to inform you that DEC Group has implemented in its organization a new department called Commercial & Customer Service (CCS), managed by Mrs Lilly Fortunato.

The mains tasks of this department are:

- spare parts handling from quotations to invoicing and shipments
- confirmation of orders in close collaboration with our sales engineers, invoicing and shipment
- customer service:
 - quotation and organization of external tests (shipment of installation, assistance with return shipments)
 - quotation and organization of intervention on site
 - product testing, handling of products and return shipments)
- administrative monitoring of sales contracts

We would like through this new structure to give you the opportunity to have one contact person at DEC who will know you, your company and all specific details in order to serve you better.

Please find herewith the list of countries and for each the person in charge at our CCS Department.

We hope you will appreciate the benefits of this innovation and remain with pleasure at your full disposal for any additional information you might need.



Your CCS contact person

ISO	Country	Contact person	E-mail address	Tel. Nr
AT	Austria	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
BA	Bosnia & Herzegovina	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
BE	Belgium	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
BR	Brazil	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
CA	Canada	Vanessa Latifi	v.latifi@dec-group.ch	+41 21 694 20 85
CN	China	Lilly Fortunato	l.fortunato@dec-group.ch	+41 21 694 20 74
CZ	Czech Republic	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
DE	Germany	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
DK	Denmark	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
ES	Spain	Marie-Chantal Legleye	mc.legleye@dec-group.ch	+41 21 694 20 87
FI	Finland	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
FR	France	Marie-Chantal Legleye	mc.legleye@dec-group.ch	+41 21 694 20 87
GB	Great Britain	Lilly Fortunato	l.fortunato@dec-group.ch	+41 21 694 20 74
HU	Hungary	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
IE	Ireland	Vanessa Latifi	v.latifi@dec-group.ch	+41 21 694 20 85
IL	Israel	Lilly Fortunato	l.fortunato@dec-group.ch	+41 21 694 20 74
IN	India	Marie-Chantal Legleye	mc.legleye@dec-group.ch	+41 21 694 20 87
IT	Italy	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
JP	Japan	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
KR	South Korea	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
MK	Macedonia	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
NL	Netherlands	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
NO	Norway	Fabrizio Mascia	f.mascia@dec-group.ch	+41 21 694 20 75
PL	Poland	Marie-Chantal Legleye	mc.legleye@dec-group.ch	+41 21 694 20 87
PR	Puerto Rico	Marie-Chantal Legleye	mc.legleye@dec-group.ch	+41 21 694 20 87
PT	Portugal	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
SE	Sweden	Vanessa Latifi	v.latifi@dec-group.ch	+41 21 694 20 85
SG	Singapore	Vanessa Latifi	v.latifi@dec-group.ch	+41 21 694 20 85
SI	Slovenia	Saùl Rebelo	s.rebelo@dec-group.ch	+41 21 694 20 51
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US	USA	Vanessa Latifi	v.latifi@dec-group.ch	+41 21 694 20 85

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