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5 STEPS TO WORKING WITH IMPACK

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The IMPACK Buyer's Guide

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SETTING EXPECTATIONS

Before we work together, it is important that you understand exactly what a successful partnership looks like with IMPACK, how to get your **ROI** as fast as possible, and what to expect from the initial contact up to having your new machine running in full operation at your plant!



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SETTING EXPECTATIONS

At IMPACK, transparency, mutual trust, and **open communication** are our core values.

We want to make sure that every relationship and engagement you have with us starts off in the **right place**, at the **right time**, and with the **right expectations** in mind from both sides.

IMPACK's 5 STEP GUIDE

3 GOALS



1

To Show You What IMPACK's Buying Process Looks Like

To show you what the buying process at IMPACK looks like from start to finish so that you know what to expect.



2

To Walk You Through IMPACK's Buying Process

To walk you through IMPACK's buying process so that you know what it's like to work with IMPACK.



3

To Answer All Your Questions

To answer all your questions, doubts, and concerns by giving you all the info you need.

VISIT IMPACK'S LEARNING CENTER

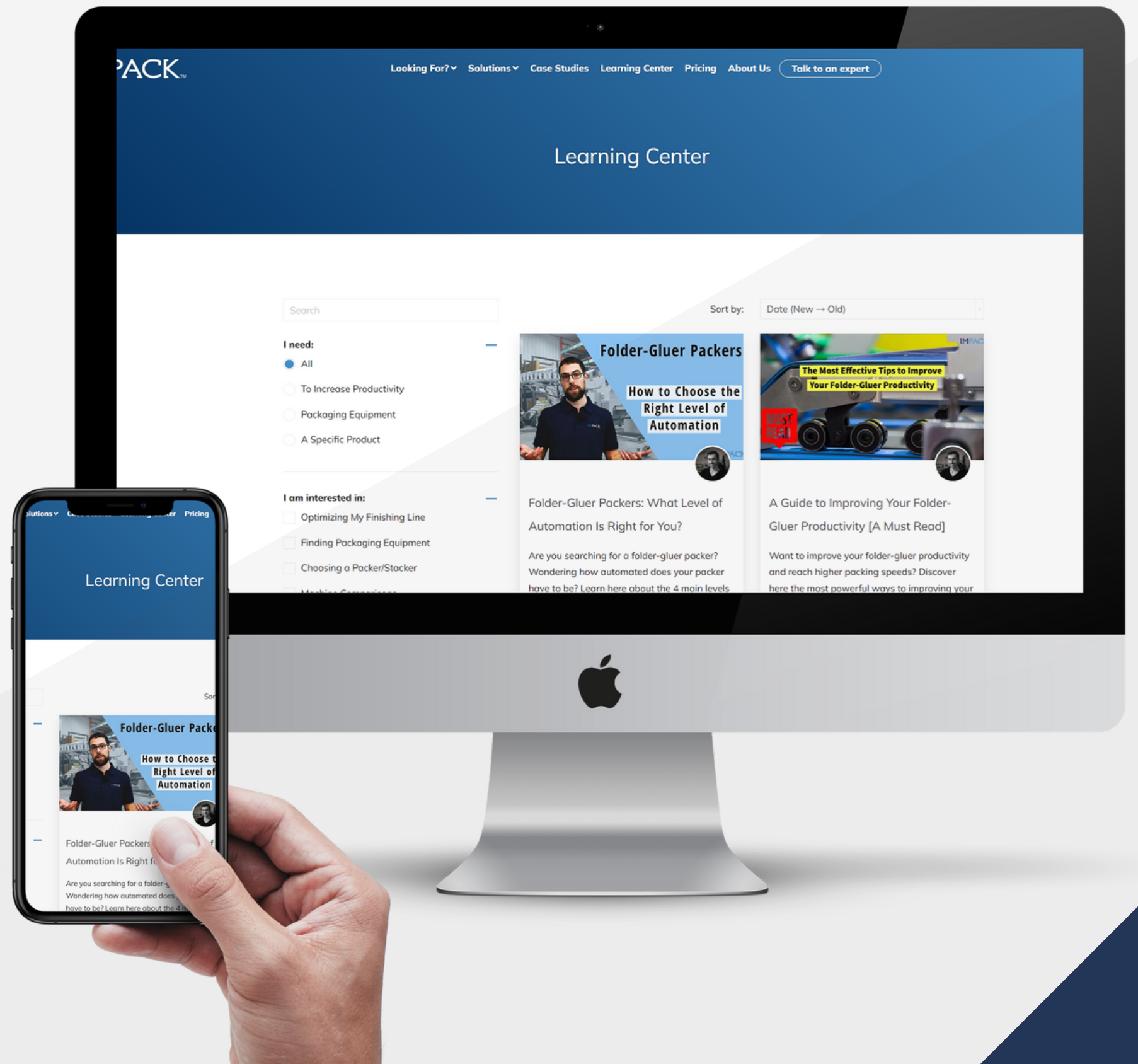
To get access to a wealth of **FREE tips & tricks** on how to improve your folder-gluer's productivity and reach top packing speeds, as well as, **get answers to your most pressing folder-gluer problems!**

Now available in 6 languages.

<https://impack.ca/learningcenter>

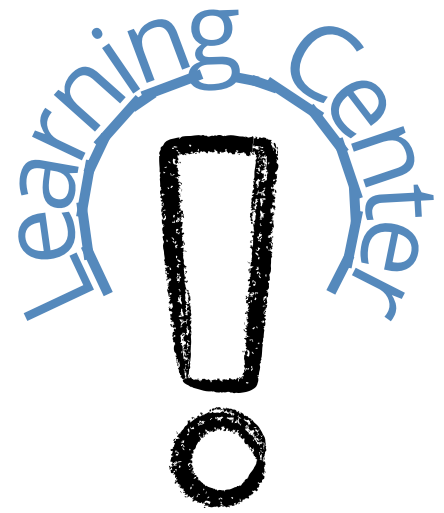
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IMPACK'S BUYING PROCESS

5 Simple Steps to Purchasing a Machine from IMPACK



1

2

3

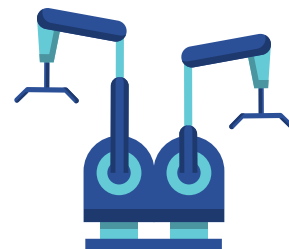
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5

Free Production
Analysis



Determining the Best
Machine For You



Forming a
Partnership



Producing and Delivering
Your Machine

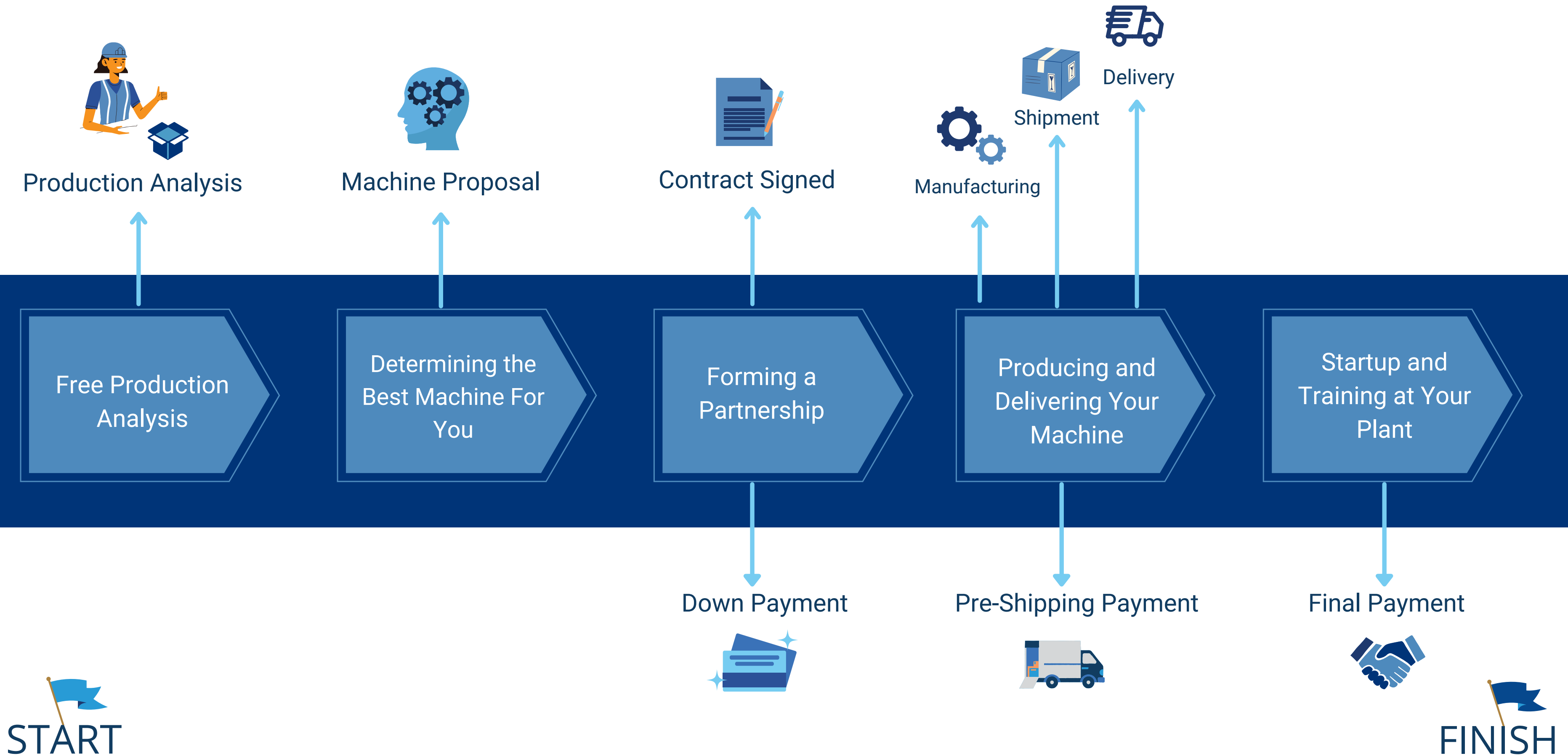


Startup and Training
at Your Plant



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WHAT THE BUYING PROCESS LOOKS LIKE



Step 1:

FREE PRODUCTION ANALYSIS

To be able to help you improve your folder-gluer's productivity and reach higher packing speeds, **we will need to conduct a production analysis.**

And we do this completely FREE of charge with no commitments expected and no obligations.

This will allow us to pinpoint exactly where bottlenecks are taking place in your production and how we can eliminate them.



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Step 1:

FREE PRODUCTION ANALYSIS

To conduct this production analysis, **we'll ask you questions.**

A Whole Lot of Questions!

Many of which you may have never thought of before.

The goal is to gather as much data as possible **so that we can help you choose the best machine** for your production.





Step 2:

DETERMINING THE BEST MACHINE FOR YOU

Once we've collected data on your production and identified your production's limitations, **the next step is to analyze this data.**

Analyzing this data will give us a detailed understanding of where you are today, but more importantly, where you want to go.

The data analysis will allow us to arrive at the best machine for your needs, production, and budget.

It could be as simple as directing you to a **standard packing system**, more complex such as building a **customized packing system** from scratch, or **somewhere in between!**



Step 3:

FORMING A PARTNERSHIP

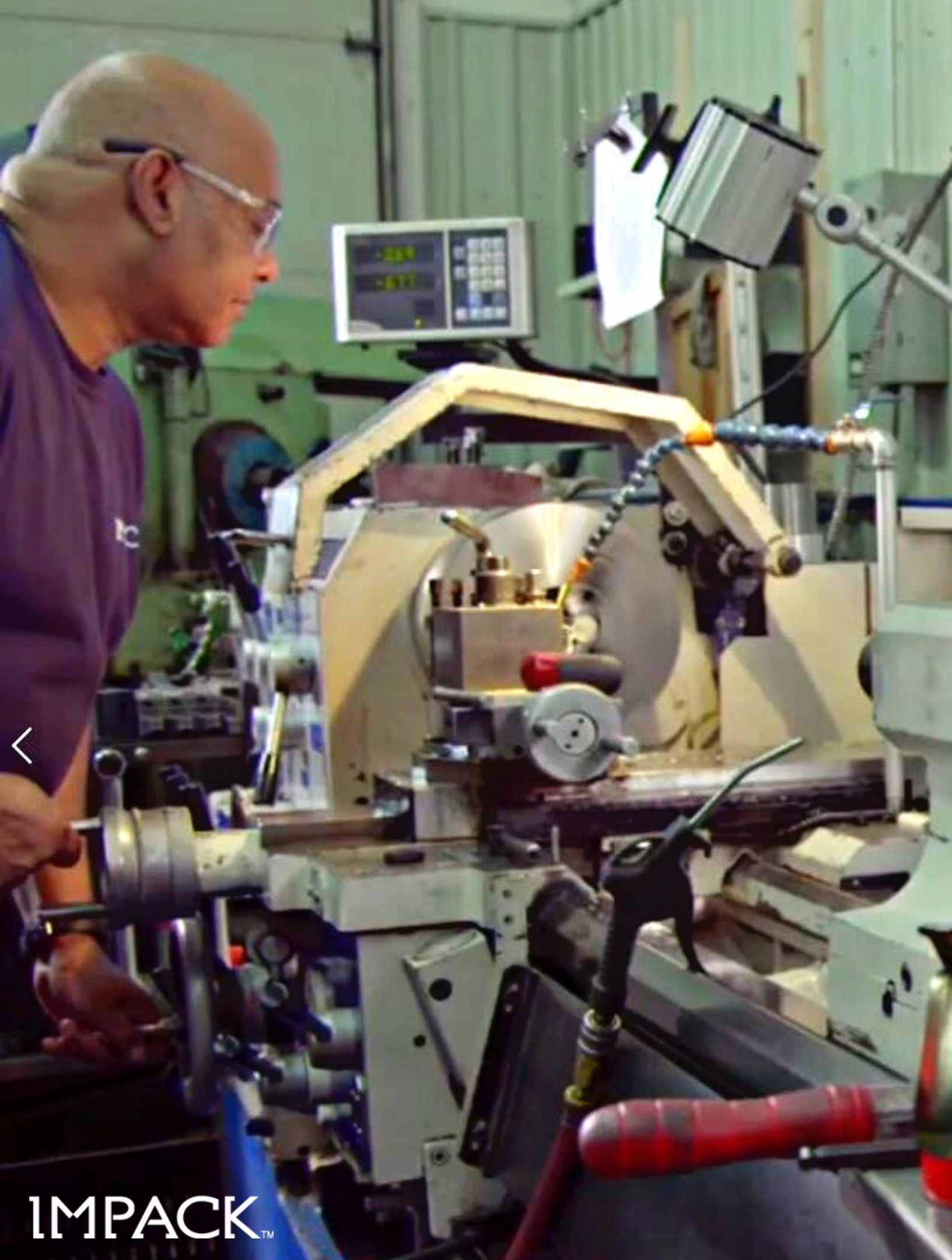
If you're satisfied with the data analysis results, our proposed solution, and it meets all your requirements,

The next step would be to proceed to the commercial negotiation.

The proposal, order confirmation, terms and conditions, and the contract signature are all finalized here.

To make this process as hassle-free as possible, we have a standard [fixed price policy](#).

This guarantees that **all clients receive the best pricing at all times**, free of any arbitrary distinction or privilege.



Step 4:

PRODUCING & DELIVERING YOUR NEW MACHINE

Hurray! Now that we have agreed on an order, **the next step is to provide you with the present lead time and the estimated delivery date.**

This will allow you to have an accurate picture of [when to expect your machine's arrival](#) to your company's plant.

At IMPACK, we have a strong dedication to deliver on time.

It is what we have done for the last 20 years. Apart from very few, and rare exceptions, **we have not delayed the delivery of a single machine in IMPACK's 20-year history.**



Step 5: **FINAL STEP**

STARTUP & TRAINING

With your brand new machine arriving on site, it is time to get this *shiny* machine up and running!

You will receive a **step-by-step pre-commissioning manual** with detailed instructions a few weeks before your delivery.

This will help you avoid the [Top 5 Problems that Can Happen During Commissioning](#) and set you up for a successful and seamless commissioning process.

You can **count on IMPACK's Experts for a complete training** for your team during and after the commissioning process.

FREQUENTLY ASKED QUESTIONS

To save you as much time as we can, we compiled the Top 10 Frequently Asked Questions we've received from packaging producers over the last 20 years with clear and direct answers.

Get answers to ALL your questions by checking out the [Top 10 FAQs About IMPACK's Machines.](#)

[Click Here to Access](#)



MEET OUR SALES TEAM

We are proud to serve clients in over 27 countries with our highly diverse and multicultural team that speak over 8 languages.

MARIE - SOLEIL
BOUTET

JULIA GROPPER

MAXIME JACQUES

FRANCOIS GRANGER

HAN GUO



South Europe &
Latin/South America

Europe &
North America

West Europe &
Japan

East Europe &
North America

Asia

EN FR IT

EN DE

EN FR

EN FR

EN FR ZH KR



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THANK YOU

*for taking the time to go through
IMPACT's 5 Step Guide.*

*You are now fully prepared for your
upcoming meeting!*

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