

**Now  
there are...**

**3**

**great ways to  
place an order!**

Griffins would like to inform you of recent improvements to the way you contact us and the way we handle your call. One of the biggest benefits to you is that your call is now toll free. Our goal is to always provide you immediate attention by answering your call as quickly and as efficiently as possible. In the past we have found that due to limited staff at some of our smaller Branch locations hinders our ability to accomplish this goal, especially during peak times of the year. In order to remedy this problem we have created a core customer service group to answer your calls and questions.

When placing your order you may now accomplish this in three different ways

- Call our Toll free number **1-800-659-4346**
- Email your order to **Orders@griffinmail.com**
- Fax your order to **1-877-636-3623**

Our Customer Service Representatives are here to provide the highest level of service to you in order to meet your needs and hopefully exceed your expectations. They can provide you assistance to place an order, inquiries about inventory availability and pricing, and answer questions about your delivery. Our computer system is interlinked to see everything that an employee at your local branch would see. We also have contact with all employees via email, voicemail and paging capabilities.

**We're going automated!**

Starting Sept 1, 2009, all of our local numbers will be answered by one central automated system. You will also be able to reach the system by calling us toll free at **1-800-888-0054** regardless of the location. You will have many choices to reach various departments or extensions.

- Press 1** - Customer Service
- Press 2** - Plant Department
- Press 3** - Construction Department
- Press 4** - GGS Pro Grower Support
- Press 5** - Accounting Department
- Press 6** - Contact Your Local Branch
- Press 7** - Corporate Directory
- Press 0** - Speak with Our Receptionist



Cheshire, CT \* Ball Ground, GA \* Tewksbury, MA \* Gray, ME \* Bridgeton, NJ - Ewing, NJ  
Auburn, NY - Brookhaven, NY - Schenectady, NY \* Morgantown, PA \* Knoxville, TN \* Richmond, VA

**griffins.com**