



THE CHALLENGE

Paul, a Lead Automation Engineer at a leading global provider of stainless steel sinks, faucets and kitchen cabinets, was in a pinch. A machine used for polishing sinks quickly required an updated servo motor. Based in North Carolina, this location does have in-house machining capabilities, but they were tied up on a large job and couldn't meet Paul's timeline. In Paul's past experiences, the sales process with external machine shops could take weeks or even months.



THE SOLUTION

After seeing a LinkedIn post by CARR President & CEO Jim Carr, Paul decided to submit an RFQ through the website. Five minutes later, Paul was contacted by a member of the CARR sales team to learn more about the part and his timeline. The phone call confirmed that the companies were a good match and, by 10am the following morning, the product was paid in full and CARR was on track to deliver the servo motor adapter by Paul's target date.



THE RESULT

From communication to packaging, the first-class customer experience impressed Paul. "CARR was very communicative and streamlined the process. I not only received my quote quickly, but had the flexibility to pay with a credit card." Paul added that the timeline was incredibly competitive compared to other external machine shops he had worked with – even the *packaging* was top rate! "CARR packaged each individual piece of the order in its own bag with the part number on the sticker, making the part easier to identify and restock later on." The engineer plans to continue to work with CARR in the future, pleased to have found a partner that can deliver such a seamless and modern machine shop experience.

CUSTOMER EXPERIENCES

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- Lead Automation Engineer

CARR's precision machining capabilities pair well with an unmatched emphasis on communication. No matter the challenge, we aim to consistently provide extraordinary services and quality production to you and your product. For more information on CARR services, visit CARRMACHINE.COM.