

PARTS & SERVICE RESOURCES

EFFECTIVE
MAY 2020

WHAT	WHO	TELEPHONE	EMAIL	SERVICES RENDERED
New Parts Orders	Customer Svc. Team	561-253-3311	parts@benchmarkgames.com	<ul style="list-style-type: none"> • Assist with orders by phone • Order online at benchmarkgames.3dcartstores.com or benchmarkgames.com • Order/receive confirmation via email • All representatives are trained in receiving parts orders as well as providing tech. support
Existing Parts Orders	Customer Svc. Expeditor	561-588-5200x142	parts@benchmarkgames.com	<ul style="list-style-type: none"> • Follow up with order status, answer questions, respond to requests • One point of contact- fast and focused response • Expedites shipment as quickly as availability will allow • Direct point of contact-eliminates having to speak to multiple people to receive order update
Service/Tech. Support	Customer Svc. Team	561-253-3311	service@benchmarkgames.com	<ul style="list-style-type: none"> • Assistance available by phone • Assistance via email • Make a phone appointment for real time support while in front of unit, eliminates waiting or "being on hold" • All representatives are trained in providing tech. support as well as receiving parts orders
Departmental Manager	Mike Rizzo	561-588-5200x610	mrizzo@elautgroupusa.com	<ul style="list-style-type: none"> • Assists and gets you connected to the correct Benchmark Parts & Service Resources • Receives quality and customer support feedback, ensures concerns are addressed with Benchmark



 sales@benchmarkgames.com

 **P: 561.588.5200**

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 benchmarkgames.com