



Northeast Region Support Team



REGIONAL SALES MANAGER

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PRE-ORDER SUPPORT

- For ALL questions prior to Order Submittal
- Use the Rep Quote Request form (link in the Member Area or below)
- For quick questions, contact your Account Manager directly

<https://www.tcf.com/forms/rep-quote-request>

POST-ORDER SUPPORT

- For ALL questions post Order Submittal
- Use the Customer Service Help form (link in the Member Area or below)
 - Address or Freight Change
 - Drawing Status
 - Finance/Credit Question
 - Freight Damage
 - Missing/Wrong Part
 - Past Order Information
 - Order Status/Tracking
 - Technical Product Support
 - Warranty
 - Documentation Request

<https://www.tcf.com/forms/customer-service-rep/>

AFTERMARKET ORDER SUPPORT

- For ALL spare or replacement parts
- Use the Request Quote for Parts form (link in the Member Area or below)

<https://www.tcf.com/aftermarket-parts>

CHANGE REQUEST

- For ALL Change Requests on submitted order
- Use the Change Request form (link in the Member Area or below)

<https://www.tcf.com/forms/change-request>

HELPFUL HINTS

- ALL Quote Requests will receive a QR Response Email
- ALL Parts Requests will receive an AFM Response Email
- ALL Customer Service Requests will receive a CS or FS Response Email
- ALL Change Requests will receive a CR Response Email

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