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smalley.com

Raising the Bar for Customer Experience - Smalley Offers Web Store and Live Chat

FOR IMMEDIATE RELEASE

Lake Zurich, IL, March 24, 2020 – Smalley takes great pride in not only providing the best possible retaining rings and wave springs, but also for its legendary customer support.

Smalley is pleased to announce the launch of a Smalley Web Store and Live Chat for U.S. based visitors. Online ordering of wave springs, retaining rings, and constant section rings is now available on www.smalley.com.

After creating an account, approved users have access to:

- **Convenient 24/7 ordering online**
- **Over 9,000** of our most popular parts available
- **View product pricing** in real-time with no need to wait for a quotation
- **Part comparison tool** to find what is best for your application
- **Wish lists** to save part numbers for quick ordering
- **Easy reorder** with saved history
- **Quick check-out** with credit card (PO terms not accepted)

"We strive to be at the forefront of the industry and help our customers every step of the way. The Smalley Web Store is a simple and convenient way to order our parts so that we can better serve our customers," said Robert Thompson, Smalley's Director of Marketing. "Launching an online store is just another way we try to make our customers' lives easier and enhance their Smalley experience."

Alongside the launch of the online store, Smalley is also offering Live Chat customer support on their website during regular business hours. Live Chat allows customers to receive a real-time response from Engineering and Technical Support for product, application, and quotation assistance.

The Web Store and Live Chat are just two new additions to Smalley's extensive customer support system. This includes programs such as [Free Samples](#) for prototyping, a full product-line [CAD library](#), hundreds of engineering resources within the [Online Resource Library](#), and an [Ask the Expert](#) program where technical questions can be submitted to an engineer.

Check out the Smalley Web Store now: store.smalley.com.

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About Smalley: For over 50 years, Smalley has been the leading manufacturer of retaining rings and wave springs for OEM engineers worldwide. As an ISO 9001 and ISO 14001 company, we deliver quality products certified to: IATF 16949, AS9100 and ISO 13485. Custom or standard, we are dedicated to delivering the right part, in the right material for all your applications. For manufacturing news and product updates, follow us on social media or follow our blog at smalley.com/blog.

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