



International Market Access, Inc.

USA Technical Repair/Return Services

Specialists in supporting your cross-border sales and distribution

Canadian companies doing business in the USA often find that the logistics of the US/Canadian border can complicate the handling of returned goods, repairs, and warranty work. IMA technical repair services provide the opportunity to reduce the time-consuming and frustrating hassles of the border. At our Ferndale, WA office, warehouse and fulfillment facility, our trained technical specialists receive your products/components and perform necessary service work to your specifications, thereby minimizing unnecessary cross-border product transfer.

The US market is highly competitive. Your US customers expect the same level of quality and efficient customer service from your company that they receive from other domestic companies. Failure to meet or exceed these expectations may drive your customers to your US competitors.

IMA technical repair services are the perfect complement to other IMA services, providing full support in the goal of increasing your USA sales and distribution efforts. USA business identity, warehousing, distribution, order fulfillment, and freight management services solidify your company's US presence and place you on a level playing field with domestic US companies.

IMA offers:

- USA based technical service/repair that eliminates the need to cross and re-cross the US/Canadian border, thus saving customs frustrations, clearance expenses, associated freight costs, and time delays
- A convenient, nearby receiving point for product returns from your USA customer base
- On-site, technical repair capability for problem equipment sent back from your customers
- Warranty work, upgrades, testing, and evaluations accomplished according to your standards/specifications
- Customized status updates and serial number tracking

Benefits include:

- Improved USA customer service
- Quicker turnaround times
- Elimination of border hang-ups
- Lower overall shipping costs
- Increased efficiency
- Reduced barriers to the US market

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