



## SOMMERENS ÅBNINGSTIDER

Kundeservice og 1st Level Support holder åbent hele sommeren, dog med undtagelse af uge 29 og 30 (13. – 31. juli), hvor vi holder sommerferie.

**Sidste mulighed for bestilling inden ferien** er fredag den 10. juli kl. 12.00.

I ferieperioden kan du stadig placere ordrer, oprette returer og reklamationer samt hente dine fakturaer i vores eShop.

Vi gentager succesen fra sidste år og afsender ordrer placeret via webshoppen uden noter to gange i hver af uge 29 og 30.

Alle øvrige ordrer samt henvendelser via e-mail behandles, når vi er tilbage på kontoret igen den 3. august.

### *August information*

Kundeservice vil desuden være telefonisk lukket **den 12. og 13. august** grundet intern træning.

Ordrer bestilt online uden noter inden kl. 13.00 begge dage vil dog blive afsendt samme dag.

*Vi ønsker jer en god sommer!*

Straumann Danmark

[www.straumann.dk](http://www.straumann.dk) | [axs.straumann.com](mailto:axs.straumann.com)




FOR ALL YOUR QUESTION

# OUR LOCAL SUPPORT TEAMS



Michael Andersen  
Head of Sales Denmark



Veronica Alvero  
Head of Customer Care



Olli Kaartinen  
Head of Digital Nordics

## **Our Territory Managers**

Implants, prosthetics, digital, biomaterial. One contact who knows your clinic and supports your daily work. Have a question or want to try a product?

*Contact your territory manager*

## **Our Customer Success Managers**

Ready to take the next step in your digital workflow? Get guidance on implementing solutions tailored to your practice.

*Contact your customer success manager*

## **Our First level Digital Support**

From installing your products to daily use, we support you at every stage of your digital workflow.

*Contact Straumann first level support*

## **Our Local Customer Care**

Here to make your day a little easier, just a call or email away. For all questions regarding eShop, orders, access to your Straumann Accounts etc.

*Contact your local customer care team*

## **TERRITORY MANAGERS**

Find your local TM via  
[bit.ly/DK-TM](https://bit.ly/DK-TM)

## **CUSTOMER SUCCESS MANAGER**

Ilia Torap  
+45 21 19 00 23  
[ilia.torap@straumann.com](mailto:ilia.torap@straumann.com)

## **FIRST LEVEL SUPPORT**

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## **CUSTOMER CARE DENMARK**

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