

WHITELINE

Flat out

Call 1 800 040 003

FOR DIRECT CONNECTION TO WHITELINE'S SALES AND CUSTOMER SERVICE STAFF

You may have noticed that we have a new phone system. "Not again" you say?? The good news is that we made some changes to hopefully make it easier for you, our customer. If its a sales or customer service call and you want to minimise electronic systems or voice prompts and get straight through to a person, simply dial **1800 040 003**.

(The sales line uses a different queuing system so please do not use this number for accounts, admin or other stuff as you might end up waiting while we deal with sales calls.)

Our main phone number is still **61-2-9603 0111** and you should use this for all accounts, admin enquiry's, if you'd like to speak to someone specific or you're calling from overseas.

Whiteline price review 1st August 2004

It will be 13 months since our last price review, a month longer than normal but some significant changes in global steel prices has unfortunately forced us to take a closer look at our overall costs.

The changes vary from product group to product group but here's a quick summary of the key points.

- There has been an overall average increase of between 2-3% to cover rising costs of steel, labour and energy.
- Some items have enjoyed an improvement in production efficiencies allowing a smaller increase while a few have actually remained unchanged.
- Swaybars and most heavy steel products have increased between 5-7% as a result of a 20% increase in steel prices. We are told that China's increasing demand for steel has allowed global steel producers to raise prices as demand outstrips supply.

We are constantly looking at ways to improve our cost base and hope to be able to isolate or minimise any further increases.

We will be posting you a new price list around the end of July but can provide an electronic copy around the middle of July, just let us know.



WHITELINE
AUTOMOTIVE

For specialist advice in Australia call Free call 1800 040 003
For New Zealand Free call 0800 FLAT OUT (352 8688) or, contact
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