



Midstate

Tool & Supply, Inc.

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MISSION VISION AND VALUES

Our Mission

Midstate Tool provides quality solutions to customer's problems within the automotive, industrial and governmental space utilizing products from our manufacturing partners. We strive to deliver the highest quality customer service and sense of warmth, friendliness, individual pride and community spirit in everything we do every day.

Our Vision

We at Midstate Tool and Supply, are a master warehouse distributor of professional tools, equipment, collision refinishing supplies as well as a variety of products used in the manufacture, repair and operations of business. Midstate Tool and Supply is distributing products from over 350 manufacturers to resale customers in many diverse market channels, nationally and internationally. Our credibility and transparency are our most outstanding characteristics. With that said, we are in complete support of our customers in the traditional and the ever-changing distribution channels.

Our Values

The Midstate Tool & Supply Sales Representative:

- Will always be truthful, forthright and honest with every detail
- Will admit a mistake and be transparent in all customer relations
- Will follow thru with details and apply fairness
- Will honor promises and commitments
- Will fulfill obligations to prospects and clients and company
- Will respect the competition and never degrade them
- Will assist in any legitimate return*
- Will always be thankful for a customer's business
- Will always return customer and management correspondence promptly
- Will collaborate with management to ensure proper pricing is established
- Will provide the Midstate Tool's sales materials promptly to customer to enable their purchasing
- Will complete all the information for the NEW CUSTOMER SURVEY quickly
- Will assist in collecting delinquent accounts
- Will attend and comply with account performance and reviews

ADDENDUMS:

*See Customer Service Return Policy, 11/2019

*See Compensation Terms and Freight Policy, year 2020