

## Best Graphics Group - Since 1977

Best Graphics is North America's largest independent importer and distributor of Pressroom, Bindery, Finishing, and Packaging equipment. Our portfolio includes over 20 product lines from world-class manufacturers in the United States, Germany, Japan, Italy, Canada, South Korea, China, Taiwan, Israel, and the United Kingdom. Best Graphics also has a dedicated service department with factory-trained staff and maintains a fully-stocked parts inventory.

Congratulations on your recent equipment purchase! We are excited for you to get your equipment up and running, and we're sure you are too. For your next steps, we will now introduce you to the key contacts for financing, shipping, and installing your new machine so we can get the equipment to your facilities as quickly and smoothly as possible.

## Payment & Financing

Mark Spelman (Controller) and Sydney Becker (Accounting) will be your contacts for coordinating payment/financing for your machine purchase. They will soon be in contact to provide invoices, ensure proper paperwork is in place, and coordinate payment.

Located in the United States? [Click here](#) to download Best Graphics' domestic wire transfer information for making payments.

Located outside of the United States? [Click here](#) to download Best Graphics' international wire transfer information for making payments.

## Site Prep

Before your equipment is shipped, it is essential that the site be prepared for the machine's arrival. The site prep process includes arranging electrical (power and transformers), air, space, clear access (dock or street level), and rigging. Gary Martin (Service Manager) and Natalie Brahm (Operations & Logistics) will be your contacts for coordination of site prep.

Please reach out to Gary Martin or Natalie Brahm (contact details found in Key Contact Information table) with your company's best contact for arranging site preparation.

## Shipping, Delivery, & Installation

Gary Martin and Natalie Brahm will arrange for our team to prepare your machine for shipment, provide an ETA with delivery information, and coordinate installation. They can also schedule dates for training on your new machine for you and/or your team.

## Post-Purchase Support

Best Graphics' Parts and Service departments can help you to keep your purchased equipment up and running and well maintained for many years to come for a long-lasting investment.

Best Graphics maintains nearly \$750,000 USD in parts inventory at our Milwaukee, WI facilities to support equipment sold. To place a parts order, contact Mike Keller (details below).

Best Graphics also has a full team of Service Technicians who can provide your team with phone (free of charge) and on-site service support. For service support, call our Service Manager, Gary Martin.

## Key Contact Information

### Invoicing & Payment

**Mark Spelman – Controller**  
1-800-236-7603 x 1005  
MarkS@BestGraphics.net

**Sydney Becker – Accounting**  
1-800-236-7603 x 1001  
SydneyB@BestGraphics.net

### Scheduling & Service

**Gary Martin – Service Manager**  
1-800-236-7603 x 1009  
GaryM@BestGraphics.net

**Natalie Brahm – Operations & Logistics**  
1-800-236-7603 x 1011  
NatalieB@BestGraphics.net

**M.E. Dey & Co. (Freight Forwarding/  
Customs Brokerage)**  
www.medey.com

### Shipping & Parts

**Mike Keller – Parts Manager**  
1-800-236-7603 x 1010  
Parts@BestGraphics.net