

LYNNCO



Legendary Service Commitment

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Many tout their 'best-in-class' service levels, yet often fall short in execution. **Our iron-clad 'Legendary Service Commitment'** offers you assurance we work harder than anyone else to service you at levels others are not willing to.

We commit to three things:

- ✓ **Being Responsive:** We commit to providing same-day responses to your calls, texts, emails, and even offer access to our leadership team!
- ✓ **Hiring Problem-Solvers:** We hire top logistics problem-solvers with extensive industry experience who have 'been there, done that.'
- ✓ **Executing for You:** We will identify three improvement opportunities per quarter and will execute them on your behalf. No handholding.

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Dear Prospective Partner,

For over two decades, LynnCo Logistics has been a driving force in the world of logistics, and our journey has been defined by a relentless commitment to excellence. With an average customer tenure of 11.2 years, we've built lasting relationships that testify to the trust and satisfaction our clients find in our services. Now, we're excited to bring our passion, experience, and dedication to your doorstep.

Our team thrives on doing amazing work – it's in our DNA. We take pride in our problem-solving talents, and we're motivated to bring that same level of expertise to your business every week.

To show we mean business, we commit to:

Being Responsive: Your time is valuable, and we honor that. Count on us for same-day responses to your calls, texts, and emails. Your questions, concerns, and needs will be addressed promptly. Furthermore, we provide direct access to our leadership team, even during evenings, because we believe in being there for you whenever you need us.

Hiring Problem-Solvers: We go the extra mile by budgeting for top logistics problem-solvers with extensive industry experience. Our team members have been in your shoes, facing challenges and finding solutions, making us uniquely qualified to understand and meet your needs. We hire for character and the willingness to do what it takes to get the job done right.

Executing for You: We're not content doing the bare minimum. That's why we commit to identifying three improvement opportunities per quarter and will execute them on your behalf. You won't need to micromanage us; we take the initiative. Give us the green light, and we'll make it happen.

When you choose LynnCo, you're not merely selecting a standard 3PL provider – you're forging a partnership with a team that genuinely cares about your success. We take ownership, dig deep to uncover solutions, and execute with incredible levels of dedication. Your business matters to us! We commit to going above and beyond to ensure you are 100% satisfied!

At any point we are not delivering on our commitment, I ask that you please contact me immediately so we can resolve the issue fast and with professionalism.

Thank you for considering LynnCo Logistics as your logistics partner. We're eager to earn your business.

Sincerely,



Carsten Sorensen
CEO, LynnCo Logistics
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