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# Customer Service

## “Who” to Call for “What”

This page will help you become increasingly familiar with the internal team at Imperial that you can trust to take care of your unique needs.

	Who to Call	Contact Info	What They'll Handle for You
	<b>Program Manager</b> Andy Quintana	(909) 393-0528 x103 andy@imperialrubber.com	<ul style="list-style-type: none"> <li>• Delivery status</li> <li>• Hot rushes</li> <li>• Pick-ups</li> <li>• Order status</li> <li>• <b>Specifications or questions on new items, new projects, or for new customers</b> (whatever is required for us to understand what's required to meet your needs on a new project)</li> </ul>
	<b>Receiving Inspection Manager</b> Ray Guizar	(909) 393-0528 x107 ray@imperialrubber.com	<ul style="list-style-type: none"> <li>• <b>Specifications or questions on existing items and projects</b> (things we have done well for you before) such as face lengths, ODs, journal repairs, durometer/hardness, etc.</li> </ul>
	<b>Technical Director</b> Steve Huff	(909) 393-0528 x112 steve@imperialrubber.com	<ul style="list-style-type: none"> <li>• Product returns (RMAs)</li> <li>• Evaluation reports</li> <li>• Failure analysis</li> <li>• Process Improvements</li> </ul>
	<b>Controller</b> Patricia Preston	(909) 393-0528 x104 patricia@imperialrubber.com	<ul style="list-style-type: none"> <li>• Billing</li> </ul>