

TNT Express wins exclusive contract with Gibson

Amsterdam, 9 January 2014 – TNT Express has won an 18-month exclusive contract to provide express delivery services to Gibson Brand Inc. in Europe, the Middle East and Africa. This region is an increasingly important market for Gibson Brand Inc., the world's premier manufacturer of musical instruments and professional audio equipment.

Under the contract, TNT Express will manage the delivery of the full range of Gibson Brand Inc. products, including its famous acoustic and electric guitars, to 300 authorised dealers throughout Europe, Middle East and South Africa. TNT Express will provide its reliable Economy Express service using its road networks in Europe (40 countries) and the Middle East (6 countries) and South Africa. Special care will be taken to ensure the delicate music instruments arrive in perfect condition.

TNT Express will also handle return shipments from dealers to Gibson's European distribution centre in Vianen, Netherlands, for repairs or replacement.

Among the solutions provided to Gibson is e-RMA (Return Material Authorisation), a web portal developed by TNT Express for use in the Benelux allowing shops and customers to arrange a return shipment easily. With e-RMA, Gibson Brand Inc. can control the entire process from the initial RMA request to the delivery of the package. E-RMA enables greater control of inventory management and helps reduce supply chain costs. Most importantly for Gibson Brand Inc., fans' requests can be answered quicker.

Alex Smits, EMEA DC Manager Gibson Europe stated, "Reliability is the number one reason we've chosen TNT Express to manage our express transportation activities in Europe, the Middle East and South Africa. With e-RMA we have a great dashboard that provides excellent visibility of return shipments to our distribution centre in the Netherlands. I am confident this will contribute to our promise to customers: "We get you back playing."

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