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EUROLINK

The Answer to Hard-to-find Metric Fastener Sourcing Challenges

Metric fasteners play an essential role in critical industrial operations, facilitating long-term cost savings. However, sourcing specific types of metric fasteners can be challenging. Eurolink, a trusted U.S. importer of hard-to-find metric fasteners, holds the solution.

With 23 years of industry experience, Eurolink provides hard-to-find metric fasteners to North American industrial distributors, who then resell to original equipment manufacturers (OEM). Most metric fasteners used throughout Europe are often elusive here in the U.S. market. As a strategic supply chain problem-solver, the company bridges this gap by supplying all types of metric fasteners that are not currently stocked by other importers here in the U.S.



We focus on person-to-person interactions knowing that not every question can be answered by a search engine. By offering tailored solutions, we deliver unparalleled value. We guarantee fair pricing on unique items distributors won't find elsewhere in the U.S

Over the years, many European OEMs have been selling their products to the U.S., while North American OEMs have started tailoring products for the European market. With this in mind, the demand for European metric fasteners is skyrocketing here in the U.S. Eurolink offers an extensive range of inventory that includes over 100,000 top-quality C-class parts sourced from European countries such as Germany, Italy, Switzerland, France, and Great Britain. These products, including A4-80 stainless steel fasteners, along with other requested

materials in the form of hex head cap screws, bolts, washers, and nuts, comply with ISO and DIN standards. Irrespective of client requirements regarding size, material, or finish, it possesses the resources and expertise to surpass their expectations.

The company sets itself ahead of market competition by prioritizing elite customer service. In a landscape where most companies have shifted to online portals to communicate with customers with response times as long as days, Eurolink's team of knowledgeable sales representatives and customer service professionals make a difference by following a customer-centric approach and valuing direct communication with clients.

When distributors call the company, they can speak directly to a knowledgeable sales representative who provides prompt answers to their inquiries and guides them through shipping options and accurate delivery dates. Whether an express 2-3-day delivery, an air consolidated delivery within 1-2 weeks, or a sea consolidated delivery within 1-2 months, Eurolink ensures reliable service. This unwavering commitment to customer service has enabled the team to garner consistent praise at trade shows and throughout the industry.

At the core of Eurolink's track record of excellence is its team of professionals who bring a wealth of acumen to their respective roles.

"We focus on person-to-person interactions knowing that not every question can be answered by a search engine. By offering tailored solutions, we deliver unparalleled value. We guarantee fair pricing on unique items distributors won't find elsewhere in the U.S.," says Craig Penland, President and CEO of Eurolink.

In one instance, a Canadian distributor found themselves in a tight spot, seeking ISO-certified stainless steel hex head cap screws. The client scoured various importers and only found those substituting ISO-compliant products for DIN-certified



Craig Penland,
 President and CEO

items. Frustration turned into hope when they discovered the ultimate solution—Eurolink understood the substitution's limitations and provided the correct fasteners. What started as a lifeline for the distributor swiftly transformed into a thriving partnership that has lasted for over 12 years. Today, the distributor remains one of Eurolink's clients, procuring fasteners necessary for critical projects.

"I have been in the industry for around three decades, while our sales and warehouse managers bring years of expertise. With seasoned accounting and sales professionals, we are a tight-knit team committed to delivering high-level professionalism with very little employee turnover," says Penland.

Exponentially growing over the years, Eurolink is cutting the ribbon on its new facility in July with the capacity to stock higher volume metric fasteners. Ignited by the passion for helping people in need and giving back to the community, Eurolink ensures its endeavors are not limited to profit-making, as they prefer to work within a framework of Business as a Ministry (BaaM). With the spirit of excellence ingrained in its DNA, Eurolink remains the go-to partner for solving the toughest metric fastener supply issues. **MO**

Eurolink



The annual listing of 10 companies that are at the forefront of providing Industrial Fasteners services and transforming businesses