**Sales Representative (SR):** Hi, um, this is Jordan Lee from Apex Industrial Parts. Is this, um, a good time?

**Customer (C):** Yes, it’s fine. What’s up?

**SR:** Oh, great. So, um, we, uh, offer, um, high-quality industrial equipment parts. Do you, um, currently use any, um, parts for your equipment?

**C:** Yes, we do. We have a few suppliers.

**SR:** Oh, right. Uh, do you, um, use, like, bearings or gears in your equipment?

**C:** Yes, we do use both of those.

**SR:** Okay, um, do you, uh, have any issues with, um, downtime or, um, maintenance?

**C:** Not really. We have a maintenance schedule in place, and things are running smoothly.

**SR:** Uh, that’s good. So, um, are you, um, satisfied with your current, um, suppliers?

**C:** Yes, we’re generally satisfied.

**SR:** Uh-huh. Well, our, um, parts are, um, made with, um, high-quality materials. Do you, um, need parts that, uh, last longer?

**C:** We already use parts that are pretty durable.

**SR:** Oh, okay. Um, do you, uh, think about, um, switching suppliers often?

**C:** Not usually, unless there’s a specific issue or a better option comes along.

**SR:** Right. So, um, we offer, um, competitive pricing and, uh, fast delivery. Is, um, delivery time important to you?

**C:** Delivery time is important, but it’s not the only factor we consider.

**SR:** Oh, sure. Um, our, uh, parts come with, uh, a warranty. Do you, um, value having a warranty?

**C:** Yes, warranties are important, but again, we’re happy with what we have right now.

**SR:** Okay. Um, I guess that’s, um, good to know. Do you, um, have any, uh, specific requirements for parts?

**C:** Not at the moment, no.

**SR:** Oh, um, alright. Well, if you, um, ever need, uh, new parts or, um, want to, uh, compare options, just, um, let me know.

**C:** Sure, I’ll keep that in mind. Thanks for the call.

**SR:** Uh, yes. Thank you. Have, um, a good day.

**C:** You too.