

# T8 Contacts 2023

2023 Customer Service Team 8 Contact Support List

nfi.parts™



## New Customer Setup

For new customer setup, document submission, and new load status information: [PartsInfo@nfi.parts](mailto:PartsInfo@nfi.parts)



## [Web TIV Link - Formerly Active Publications](https://webtiv.nfigroup.com/)

<https://webtiv.nfigroup.com/>



## Private Parts Research and Customer Service Email

For Customer Service and Parts Research support via email: [PartsUSA@nfi.parts](mailto:PartsUSA@nfi.parts)



## Heavy Collision Support

For Heavy Collision Support, Refurbishment projects, or information email: [NFI.Collision@nfi.parts](mailto:NFI.Collision@nfi.parts)



## Partsstore Support- <https://partsstore.nfi.parts>

For PartsStore profile support, password resets, and profile creation email: [Partsstore\\_Support@nfi.parts](mailto:Partsstore_Support@nfi.parts)



## Private Call Center Support

For Customer Service and Parts Research support via phone: [800-323-1290](tel:800-323-1290)

**\*\*For reporting Web issues or Web errors please email [Helpdesk@nfigroup.com](mailto:Helpdesk@nfigroup.com)\*\***

Call Center Manager: [Patrick.Bratton@nfi.parts](mailto:Patrick.Bratton@nfi.parts)

# Call Queue Directory



General Customer Service  
800-323-1290 – Option 1



French Customer Support  
800-323-1290 – Option 4 / 800-323-1285



Parts Research Assistance  
800-323-1290 – Option 2



Arboc Dealers Customer Service  
[Dealers@nfi.parts](mailto:Dealers@nfi.parts)  
800-323-1290 – Option 5 / 800-872-0250



Spanish Customer Support  
800-323-1290 – Option 3 / 800-323-1285



Heavy Collision Assistance  
[NFI.Collision@nfi.parts](mailto:NFI.Collision@nfi.parts)  
800-637-5662

## Call Center Hours of Support:

Monday - Friday

8:00 AM – 8:00 PM EST

