



Indovinya  
24 Waterway Ave, Suite 1100  
The Woodlands, Texas 77380 - USA  
[indovinya.indoramaventures.com](http://indovinya.indoramaventures.com)

July 1, 2026

## We're simplifying how you connect with us!

Dear Valued Customer,

We are excited to share an important update designed to enhance your experience with Indovinya.

Starting July 13<sup>th</sup>, we are simplifying the way you connect with our Customer Experience Team by moving to **one dedicated email** and **one phone number** for **all customer inquiries and order processing**.

This streamlined approach will be implemented to provide a more efficient, seamless customer experience.

## New Contact Information

Email (Orders & Inquiries): [Indovinya.Orders@US.Indorama.net](mailto:Indovinya.Orders@US.Indorama.net)

Phone: 888-674-9009

## Hours of Operation

Monday – Friday | 7:30 AM – 5:00 PM CST

## After-Hours Support (24/7 Support)

Call 888-674-9009 and select Option 1 to contact our on-call Customer Experience Advisor

## Emergency Support

For emergency spill or accident assistance, please contact Chemtrec at 800-424-9300.

Current email addresses will be monitored for 90 days, until October 13, 2026, to allow for necessary updates in your system.

We are confident this enhancement will improve efficiency and provide a better overall experience interacting with our team.

Thank you for your continued partnership.

Sincerely,

Indovinya Customer Experience Team

