

FAQs

Who is Vanguard Products Group?

Founded in 1999, Vanguard Products Group has long been acknowledged as a global leader in powered merchandising and anti-theft systems for the consumer electronics market. Vanguard's products provide anti-theft protection while also putting fully-functional display products into the hands of shoppers. Because of their patented technology, Vanguard was the first in the loss prevention industry to provide both security *and* charging power to displayed electronic devices.

Who is Protex International?

Protex International has been a leader in the retail merchandising and anti-theft industry since it was started in 1983. Protex has a history of innovation resulting in the issuance of thirty-three patents. When used in combination with patents currently held by Vanguard Products Group, the result will mean significant innovation for the industry.

What will the new Vanguard offer in the future that they do not offer now as a result of this merger?

By combining the resources of these two great companies, the outcome is a company with a united vision and the ability to offer best-in-class, patented security systems to an even broader market.

Will I still be able to buy parts for the system that I currently own?

Yes. Whether you are a customer of either company, you may continue to purchase any of the items required for your current system.

How do I order products from the new VPG?

Ordering products is easy and there is no change to the process required. Simply continue to follow the existing process you have always followed and your order will be fulfilled promptly.

What about my current order status?

No problem. Your current order will be processed without disruption and you can expect to receive your orders in the same manner you always have.

Is my Account Manager going to change?

No. You can continue to rely upon your current Account Representative to take care of your needs.

Who do I contact for customer support?

There is no change to the customer support program you currently follow. If you are a customer of Vanguard Products Group or Protex International, please continue to reach out to your existing customer support representative.

How do I find out more information?

If you have any more questions, give us a call. For customers of Vanguard Products Group, please call 877-477-4874. Protex International customers please call 800-835-3580, ext. 232. Or give your Account Representative a call. We'd love to hear from you.