

Customer Service Policy

We will provide high quality, innovative products at competitive prices, when the customer wants, and in the manner requested. This will be supported by attentive pre and post sales service.

To achieve this, we will :-

- Answer the telephone promptly and respond positively to our customer's needs at all times
- Confirm receipt, and delivery schedule of all orders within 1 working day of receipt
- Deliver goods to customers in line with their required delivery schedule, packaged as requested and to the correct delivery point in a courteous and helpful manner
- Provide clear, understandable documentation including all information requested / required by our customer
- Post statements of account within 3 working days of our month end
- Answer all complaints / quality related comments promptly and comprehensively
- Work with our customers in the development of new / modified products and specifications
- Strive to be innovative and pro-active offering new solutions to problems
- Monitor and report and take action where necessary on our customers perceptions of our service
- Invest in new technology, processes and people

This policy will be supported by our BS EN ISO 9001 QMS

Tim Clark – Managing Director