



## **CUSTOMER CHARTER**

- WE WILL MEET OR EXCEED OUR CUSTOMER'S REQUIREMENTS ON QUALITY, ON-TIME DELIVERY & PRICE COMPETITIVENESS;
- WE WILL RESPOND TO QUOTE REQUESTS WITHIN 2 WORKING DAYS OF RECEIPT & LIAISE WITH OUR CUSTOMERS TO FULLY UNDERSTAND THEIR REQUIREMENTS;
- WE WILL ACKNOWLEDGE ALL CUSTOMER ORDERS WITHIN 2 WORKING DAYS OF RECEIPT;
- WE WILL RETURN ALL PHONE CALLS & RESPOND TO ALL EMAILS IN A TIMELY MANNER;
- ALL WRITTEN & SPOKEN COMMUNICATION TO OUR CUSTOMERS WILL BE IN A POLITE & FRIENDLY MANNER;
- WE WILL RESPOND TO ANY CUSTOMER ENQUIRY OR CONCERN IN A PROMPT AND PROFESSIONAL MANNER;
- WE WILL BUILD LONG TERM RELATIONSHIPS WITH OUR CUSTOMERS;
- WE WILL CONDUCT OUR BUSINESS ACTIVITIES WITH THE HIGHEST LEVEL OF INTEGRITY AND HONESTY.

### **OUR COMMITMENT**

This Charter will be reviewed annually.

The latest copy of our Charter will be available to you via our company website.

Providing a consistently high level of Customer service is considered of the utmost importance to the ongoing success of this Company, and in recognition of this you, our customer, have the right to request mediation whenever you believe we have failed to deliver on any of our promises outlined above.