



2016 Customer Service Charter



Customer Service Charter

Our promise to you

Our customers are at the heart of everything we do. We set high standards of customer care and measure our performance against them. We are totally committed to growing our promotional products business through the continued development of products and services, supplying our customers in the most efficient and effective way possible. Whenever you contact us, we want to make sure you receive the highest level of service.

These are our promises to you. We will:

- ❖ professionally answer your call courteously and promptly
- ❖ we will listen actively and act responsively to your needs
- ❖ give you clear, accurate, timely and relevant information or help you find it
- ❖ acknowledge receipt of your enquiry by email within 1 hour and clarify any further information we need to help you
- ❖ provide you with a written or PDF quotation within 4 hours of receiving your enquiry
- ❖ produce samples printed with your required artwork in 4 working days from receipt of your request. Please refer to our website www.liquid-lens.co.uk to order your samples.
- ❖ support your client presentations with creative visuals of our products within 24 hours
- ❖ on receipt of your order and artwork, carefully check the details and either request clarification or further information if we have any queries, or acknowledge the order within 3 hours
- ❖ arrange for an artwork visual to be sent for approval. This will show the product and contents, the logo in the correct size, colours and position
- ❖ despatch your order within the time frame that was acknowledged
- ❖ email you on the despatch date with tracking details for your order
- ❖ raise our invoice for the goods within 48 hours of the delivery
- ❖ in the event of a problem instigate a formal complaints procedure and offer a resolution within 4 hours of notification
- ❖ contact you once a month regarding new products, special offers, and to see how we may be of further service – please request for you to be added to our mailing system
- ❖ ensure that our website is easy to use and well set out

If you feel that we are falling short of these high standards at any time, please let us know by contacting our Customer Service Manager, Laura Stears on 01525 371371 or email laura.stears@liquid-lens.co.uk

Customer service principles

We aim to:

- ❖ listen to our customers to help us improve our product range and customer service levels
- ❖ be fair, honest, open and accountable for our actions
- ❖ be efficient, effective and accessible
- ❖ provide clear and concise information and give advice and guidance where appropriate
- ❖ share and learn from best practice in order to continually improve the service we offer

How you can help us

- ❖ provide us with timely, necessary and accurate information
- ❖ treat our employees with courtesy and respect.
- ❖ telling us how we can improve our services.
- ❖ tell us if there are changes we should know about, for example, changes to your contact details.

Please visit our website for full details on our product range and services www.liquid-lens.co.uk

Laura Stears
Customer Service Manager

April 2016