

Customer Service Charter

Introduction:

Our Customer Service Charter states our commitment to provide you with a **simple, honest, on-time quality** service delivering solutions to your ARC Flash requirements every time, on time. It also provides our employees with clear standards to strive for in service excellence and to go that extra mile for you – give you the pickle!

Over the phone:

- We will answer your call promptly.
- If your Key Account Manager is unavailable, the call will be forwarded to your dedicated account internal customer service advisor who can assist with your enquiry.
- Where messages are left on voicemail, they will be returned within the time agreed on our SLA with you.
- Your internal customer service advisor will contact you to confirm any delays with your order, at point of order, and will offer suitable alternative options.
- You will be transferred to the best department to assist with your specific enquiry to ensure you get the best advice and assistance relevant to your need.

In email:

- We will write our email in your required language.
- We will reply to your email with a solution within the time agreed on our SLA with you.
- If your enquiry requires in-depth research or follow-up, we will acknowledge your correspondence, and will provide you with an expected completion date.
- Our live chat service allows you to contact us anywhere at any time with your enquiry, and will be responded to and actioned within the time on our agreed SLA with you.

Helping us to help you:

- You can help us to meet our commitments to you by:
- being open and honest with us by providing accurate and complete details such as delivery address, and billing address when contacting us
- contacting the employee referred on any correspondence sent to you and quoting the reference number/order number – if applicable
- telling us where we fall short on our service in any aspect so that we may improve our services to you

Customer service feedback:

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint on our service or STRATA range, we would like to hear from you. Your dedicated Key Account Manager will ensure your request or comments are dealt with appropriately by the relevant employee. Please refer to 'Contact us' for further details.

Contact us:

Head Office Address:

Skanwear, Sandall Stones Road, Kirk Sandall Industrial Estate, Doncaster, DN3 1QR

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