



Roadlink International Ltd

Customer Service Charter

We see the relationship with you, our customer, as a partnership and we will work with you towards the achievement of an outstanding level of customer service as follows:

- We aim to always provide a friendly, helpful and technically informative service.
- We aim to respond to your enquiries upon first contact or within one working day, but if they cannot be fully dealt with at the time, we will keep you informed of progress.
- We aim to resolve any issues brought to our attention both fairly and promptly.
- We will strive to deliver the goods you require by your requested delivery date, and to inform you of any amended date/time if we are unable to do so.
- Upon receipt of the required information, we will aim to respond to any product returns, stock cleanse requests or warranties within 30 days.
- As an Investor in People accredited company we train staff to high standards to ensure that through their knowledge and skill we can continue to meet your needs.
- As an ISO9001 accredited company we maintain quality systems which are designed to ensure that we remain customer driven and respond quickly where the quality of service in any area of our operation can be improved.
- We welcome any suggestions for improving our service to you. These may be made by contacting us directly or through our periodic customer satisfaction surveys.

Should you believe we have not lived up to the high standards we have set for ourselves, please contact Helen Arthur or Keith Sedgley on 01902 606210 or email h.arthur@roadlink-international.co.uk or k.sedgley@roadlink-international.co.uk

This charter was created from direct input of members of the Roadlink team from all areas of the business.

