



## **CUSTOMER CARE POLICY**

SciQuip Ltd is committed to ensuring that customer service excellence is an integral part of the planning, resourcing and delivery of all products and services.

This document sets out the standard of customer care and how it is maintained throughout SciQuip Ltd. It lets customers know:

- that we take pride in our work, products and services and prioritise customer satisfaction
- what customers can expect from us
- what to do if customers are not satisfied or have a complaint

### **Defining the standards**

Our standards are defined by our customers to ensure we deliver the best customer service. We will:

- Regularly ask customers for their opinions on our products and services
- Use these opinions to shape the business and customer service we provide
- Provide exceptional communication regarding delays and availability

### **As an organisation we will be**

- Courteous, helpful, open and honest in delivering high quality products and services
- Professional and positive in our approach, taking pride in what we do
- Well informed, so that our customers know what they can expect from us
- Effective in listening to customers when they express dissatisfaction

### **Staff commitment**

SciQuip employees are essential in delivering our products and services and ensuring our customers are satisfied. We will:

- Ensure our staff are sufficiently trained and competent to deliver our products and services
- Ensure our staff treat all customers with respect, courtesy and understanding

### **How we communicate**

Efficient correspondence with customers is essential to ensure customer satisfaction. We will:



- Listen carefully to the customer
- Be polite, honest and accurate with the information we provide
- Respond to all enquiries within 18hrs and with courtesy
- Ensure the customer understands all information provided
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Keep customers informed of any subsequent stages in the process

#### **How we deliver the standard**

- Provide written quotations, including terms and conditions which may apply
- Ensure written quotations are uncomplicated and clearly worded
- Process all enquires within 18hrs and process customer orders the same day
- Provide a clear and uncomplicated invoice following the delivery of products or service where payment is not immediately received

#### **Measuring the standards**

- Seek regular feedback on customer satisfaction
- Investigate all complaints thoroughly and in a timely fashion
- Use feedback and results of complaint investigations to influence changes in our customer service and care

#### **Complaints/Grievances**

If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our products or service of our work, then please contact:

Customer Service Department  
By telephone: 01939 234222  
By email: [complaints@sciquip.co.uk](mailto:complaints@sciquip.co.uk)  
Or by post: SciQuip Ltd, Newtown, Wem, Shropshire, SY4 5NU

Signed By

Matt Brooksbank  
Managing Director

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