



SYSTEQ

Customer Charter

Our commitment to our customers

- ◇ Our aim is all customers are satisfied with a great level of service
- ◇ All staff required on site will wear Company attire and be smart and presentable
- ◇ If required PPE will also be branded with the company details
- ◇ We will be on site at the requested time
- ◇ We will keep guest inconvenience to a minimum including noise
- ◇ Your guests are our top priority
- ◇ Fix any issues in a timely manner
- ◇ Always leave the site with an engineer's report showing what we did and time taken by whom
- ◇ To always look at improving our service to the customers
- ◇ To take on board any customer input on how we can improve
- ◇ To be at the forefront of technology and offer the customer the very best system we can
- ◇ To listen to our customers and what they want.

Customer Services:

1. We pledge to answer all customer service calls, emails and service tickets within 4 hours
2. Upon notification we will look at the issues. If it's simple, we will solve it straight away. If not, we will advise a timeline to solve the problem
3. If a service engineer is required onsite, we will arrange a next day (same day if possible) visit.

Equipment:

1. We will repair, recycle and reuse as much equipment as possible to keep our carbon footprint as low as we can.
2. All equipment will come with a minimum 3-year warrantee
3. If equipment becomes faulty, we will replace with a reconditioned unit if available. Or a new item if no repaired units are available.

Projects:

1. We will respond to new project enquiries within 4 hours.
2. A full investigation into the wants and needs of the client will be recorded
3. If the project is a replacement a full site survey will be conducted before work commences
4. We will always offer the customer the best solution to meet their requirements
5. A single point of contact will be involved within the project from start to finish
6. Time scale updates will be sent out regularly to keep the client informed of our progress
7. Once the project is complete the client will be handed over to customer support

Custom Software:

1. We will quote for custom software before work is carried out.
2. We will only charge for the hours we do if less than the quote offered

Delivery:

1. We will always send goods tracked and signed for to keep records of the deliveries
2. If orders placed before Midday, we would ensure they are out for delivery for next day
3. All delivery packaging will be recycled or reused

Our aim at Systeq, is not to be the biggest, but certainly to be reorganised as one of the best control companies out there. We are committed to deliver outstanding customer service. We are also committed to improve at every level where possible. We have also committed to deliver the best quality control systems in the market. With a small team of dedicated people, we offer a more personalised service and the ability to customise our equipment to the client's requirements.

Signed: Martin Barclay (MSLL)
Director.