



## OUR PROMISE TO OUR CUSTOMERS

### We will

- respond to every enquiry that you make within 30 minutes.
- appoint you a first point of contact.
- ensure that you have a direct dial number.
- always acknowledge purchase orders within 30 minutes and advise you of the shipping time.
- e-mail waybill and tracking information.
- share monthly data with you such as the number and type of goods returned so that you can monitor our performance and quality.
- agree a packing system and labelling system with you and adhere to your requirements.
- agree a shipping system and adhere to your requirements.
- provide you with accurate invoices within a week of placing the order.
- work with you to identify improvements in our respective value chains and provide recommendations on how these can be made more efficient and effective.