

## **Customer Service Statement**

Sel-Tek Limited is committed to providing a high quality support service for all our clients from initial enquiry through to system acceptance, and throughout the warranty period of the supplied equipment.

Service Level Agreements (SLA) can be agreed with a client for systems out with the warranty period.

If you wish to comment on this statement or any service offered by Sel-Tek Limited, please contact us by completing the form on our "[contact us](#)" web page.

Our phone lines are open 9am-5pm Monday to Friday, excluding bank and public holidays, to answer any queries. Outside of these hours an answering service is available where all calls will be picked up the next working day.

Phone number: +44 (0) 1475 635100 Fax: +44 (0) 1475 639654

### **What you can expect from Sel-Tek Limited:**

We will;

- Endeavor to offer telephone support < two hours of the initial service request being logged.
- If the telephone support fails to resolve the issue(s) raised, our aim is on-site support by a system trained engineer < 48 hours\* of agreement for an engineer's visit with the client.

*(\*geographical location and peregrination dependent and within standard working hours)*

Make the interests of clients our priority.

Give prompt, helpful and friendly response to telephone and e-mail enquiries, normally within two working days.

Answer telephone calls within six rings.

Respond to written correspondence within seven working days.

Provide regular product updates on our website.

Maintain full and accessible current information on our product lines.

Give professional advice where and when appropriate.

Make an initial response to complaints within seven working days.

Immediately investigate allegations of malpractice.

Comply with all current relevant statutory legislation.

Provide our clients with the opportunity to comment on all aspects of our service by contacting us at any time.

*The above are offered as guiding principles only and are not legally binding.*