

Charter for Customer Care

January 2005.



With over a century of customer service experience behind the Jespers Group, we are committed to supply a diverse and comprehensive range of products and services under the banner of 'Complete Office Supply Solutions'.

As testament to past success and our ability to sustain and grow our business in an ever more aggressive market place, the whole Jespers OFFICE team is committed to deliver the following to our business partners:

Commitment:

- To supply a comprehensive range of products and services of a quality and value which are continually ahead of the competition.
- To continually analyse our own business model to identify weakness and to improve our competitiveness and service levels to our customers.
- To continually analyse our own business model to minimise the impact of our activities on the environment.
- To maintain strong supplier links in order to facilitate continuity of products price and quality for our customers benefit.
- To listen and understand the needs of our customers in order to deliver a personal solution to each through refined stocking, custom delivery and personal account management.

Customer Service:

- We will endeavour to answer the phone promptly and route your call effectively to the right person to provide your requested solution.
- For service reference, you will be furnished with the name of the Jespers colleague you are speaking.
- We will deal with your verbal, written or electronic correspondence promptly and efficiently.
- Our service aim is to deliver all stocked supplies to the required delivery address nationwide next working day.
- We will endeavour to communicate any delivery issues that will fall outside our next day service policy due to stock shortfall or specialist nature by return.
- Customer complaints will be formally logged in writing, noted by the board and acted on under the supervision of our location customer service managers.
- If a complaint is not dealt with to the satisfaction of the customer, please write to the location director via our location customer service manager.