

Impression Europe Limited.

Customer Service Policy Document

Impression Europe appreciate that an essential ingredient to any business success has to be exceptional customer service. Therefore we aim to provide the highest level of customer service at all times, in all departments and practised by every member of staff.

In order to achieve and maintain these standards we recognise the importance of the part played by our staff, our suppliers and everyone associated with our business and we take great care to trade in a fair, ethical manner treating customers, staff and associates with integrity and loyalty without exception.

Initial contact: Our telephone system gives the caller a set of options to choose from. This insures our customers are directed to the correct department for their enquiry. This is intended to improve efficiency and avoid unnecessary delays.

Quality staff: Each member of staff is hand-picked and trained to give the highest levels of expertise and customer service. They aim to be willing & helpful and endeavour to work tirelessly to give our customers and subcontractors a pleasant experience whenever they contact us and make every effort to achieve exactly what our customers require, whenever they require it.

Knowledgeable staff: Each member of staff is fully trained and experienced in all processes within their own department. They will also have a clear understanding of how other departments function and will work together as a team in order to insure the highest possible level of customer service is maintained in every area of our business.

Contented staff: Our policy is to promote from within, offer our staff a fair and reasonable remuneration package and to allow them to participate in any rewards that are achieved due to the success of the company. We believe a happy working environment makes work less of a task, more of a pleasure.

Respect and Consideration: Each member of staff is expected to treat all customers and suppliers with respect and consideration at all times. A confrontational or disrespectful attitude will never be displayed nor would it be tolerated.

Quality Products: Our aim is to supply high quality products and services at all times. Every possible care is taken to quality check every product, prior to printing or personalising, for any visible defects in order to minimise the possibility of supplying sub-standard products.

Quality printing and personalising processes: We aim to produce the highest levels of print quality and only engage the services of outside subcontractors after lengthy and exacting standards have been agreed to and assurances received as to the ongoing maintenance of those standards.

Goods delivery policy: As a trade only supplier it is vital to client confidentiality that our identity remains anonymous to the end user customer. Therefore we undertake to insure that no reference to Impression Europe, or any of its subcontractors, appears either on accompanying paperwork or packaging.

Third Party Subcontractors: We will only employ outside subcontractors if the services they provide enhance the overall service we offer our customers and if the expertise they offer is not available within the company. However, the company will insure that all staff employed by subcontractors meet the standards of customer service expected of, and provided by, our own staff.

Health and Safety: All staff and outside subcontractors will comply with current government guidelines to insure a clean, tidy, safe working environment is provided and maintained at all times.

Customer complaints: When our products or services do not meet with customer expectations we have a clear complaints procedure that will insure any dispute is settled swiftly, amicably and to the customers complete satisfaction, whenever possible.

Out of Hours Advice: We appreciate how frustrating it is for our customers if they call us and the telephone rings continually without being answered so we have put in place a solution that prevents that happening. Before the last member of staff leaves the building an Out of Hours answerphone message is

activated which advises our customers that our offices are closed for the day. It also confirms our usual hours of business.

Exceptional Customer Experience: Our aim is to offer every customer the highest level of service whoever they make contact with, anywhere within our company , at all times. We aim to be approachable and good to do business with and will continually re-evaluate all our processes in order to achieve this.

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