



CUSTOMER SERVICE POLICY

Chalmor's commitment to our customers

We want to offer excellent Customer Service and our Customer Charter is critical to achieving our goal. Our long-standing commitment to our customers is to provide the lighting and heating solutions you want and need.

We understand that over time, the products that are most important to you may change. Our Customer Charter commitments will be regularly reviewed to ensure everything we offer stays relevant.

- Chalmor employees will be educated in the service standards of the Company
- Our staff exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.
- Chalmor is committed to answering sales enquiries within 3 hours
- Completing Lighting or Heating proposals within 7 working days from date of site survey
- More complex projects and tenders will be completed within an agreed timescale
- All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of Chalmor in meeting its stated objectives.
- Chalmor does not sell lists to third party marketing organisations.

Customer complaints are to be dealt with fairly, just and prompt solutions where possible.

All such issues should be directed to our Customer Services team in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

