



# Customer Service Policy

Our business operates a Customer Focused Culture.

Energice aim to offer the highest standards of customer service coupled with expert craftsmanship.

We have developed an outstanding reputation in the marketplace through our ability to react quickly and deliver on time without sacrificing performance, quality or safety.

It is the policy of Energice International Ltd. to:

- We aim to respond to all customer enquiries within 72 hours, providing price and delivery date confirmation.
- We manage our Resources to provide the fastest possible turnaround time for our customers without compromising on Quality and Safety.
- We will not over-promise and under-deliver on projects where requested delivery expectations are not achievable. We understand the importance to our clients business in adhering or improving of your timescale expectations.
- We are open and transparent with progress information, providing accurate and timely responses and periodic updates to ensure that our clients remain informed.
- We understand that if things go-wrong, as they do from both sides of the client-supplier relationship, we are measured on how we react and respond to rectify the position in the clients' best interests.
- We actively communicate this Customer Service Policy to all our stakeholders

Our ability to offer competitive prices and unbeatable service is an illustration of our success in the marketplace and we are proud of the high percentage of loyal customers we have retained over the years.

**Lee Grain**  
Director

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