



Merchandise Mania Customer Charter

Merchandise Mania believes in tailoring its operations to be responsive to the needs and expectations of customers. This customer service policy outlines the implementation of this commitment as well as what our customers can expect from us and what we expect of our customers. As a leading promotional merchandise distributor, we believe that we have a responsibility towards our customers to provide high quality products along with unparalleled service. We aim to fulfil this responsibility by continuing to work to a system aligned with ISO 9001.

1. Purpose of this policy

We aim to give you the best customer experience when fulfilling your promotional requirements. Accordingly, it is important that you know what to expect from us in terms of service and let us know where you are not satisfied.

As a company, we provide a comprehensive range of promotional products and services. We differentiate ourselves from other promotional companies by providing you with the total package, i.e. not only the product, but also with other services such as idea generation, sample creation, logistical services, storage etc. In order to provide this total package, we invest heavily in the training of our staff to an exceptional level. It is essential that all of our staff understand and deliver the same high quality service irrespective of the part of the company in which they work.

2. Merchandise Mania Customer Service Charter

Merchandise Mania as an organisation aims to place its customers' needs at the forefront of its operations. Our staff are committed to providing a service that is responsive, practical and professional.

We promise to:

- Conduct ourselves in a professional manner and to be polite at all times
- Deal with your enquiry promptly or explain the reason for any delay
- Keep our word
- Conduct our business in an ethical manner
- Apologise and put in effort to put things right when we make a mistake
- Recognize your right to complain and pledge a complete investigation and thorough response
- Respect your rights as a client and treat any of your property in our possession with care
- Advise you on products most suitable for your promotional requirements
- Provide you with accurate information on products and services that we offer

We would like you to:

- Provide us with the required information and documentation to help you
- Treat all our employees with courtesy and respect
- Give us your feedback on our products and services
- Help by telling us if we don't meet your expectations or the standards outlined in this document
- Give us your views and suggestions on any of our operations with which you come into contact

3. Merchandise Mania customer service standards

We aim to:

- Provide you with accurate delivery timescales and deliver on time and on brand
- Answer the phone within three rings
- Return your call in a timely manner if you have left us a message
- Welcome you to our office in a timely fashion even if you don't have an appointment

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- Attend our meetings and conference calls with you on time
- Reply to letters and faxes within 2 working days
- Respond to quote and information requests on our website within 24 hours
- Respond to complaints in accordance to the standards set out in our complaints procedure

Other commitments:

- Serve your needs at the first point of contact or provide you with the details of who can help, together with timescales
- Communicate in plain language, providing interpreting and translation services where possible
- Make sure our premises are accessible
- Adhere to our advertised opening times
- Provide information on the order process along with relevant timescales
- Provide you with the opportunity to leave us your feedback and monitor your feedback
- Respect your privacy, and fulfil our obligations under the Data Protection Act 1998
- Respond accurately and promptly to requests on order progress
- Have well-trained and confident staff that have the skills and knowledge to do the job

Unacceptable customer behaviour includes:

- Verbal abuse including racist, sexist or discriminatory comments
- Threats of any kind (threatening behaviour or intimidation)
- Physical violence
- Conduct under the influence of controlled drugs or alcohol

4. Monitoring of this policy

We will:

- Make it easy for you to make a complaint, comment or suggestion
- Take complaints seriously to ensure that we learn from our mistakes
- Record all non-conformities to accepted standards
- Monitor non-conformities regularly as part of our commitment to continuous improvement
- Constantly train and support our staff in providing better customer service
- Use customer surveys to gather customer feedback

If you would like to make a comment, compliment or complaint about our service, contact us on **0845 202 2388**, or use our website **www.merchandisemaniamania.co.uk** and fill the enquiry form.