

GEZE UK Ltd - Customer Service Charter

Our Aim

- ❖ Our charter sets out our commitment and the standards of service we aim to provide.
- ❖ We are committed to providing a high quality professional service which satisfies all customers' requirements by giving clear, consistent, accurate and prompt information.

Our values

- ❖ Polite and courteous
- ❖ We will treat you with respect at all times

Communicate effectively

- ❖ We will listen carefully to your needs and respond promptly and accurately

Honesty

- ❖ We will only promise what we can truly deliver

Trust

- ❖ We will achieve your trust by ensuring our staff are knowledgeable and responsible so that any information we give you is correct

Quality

- ❖ Provide outstanding products and services to meet your demands

Feedback

- ❖ We welcome feedback and ensure that if something does go wrong it will be dealt with effectively

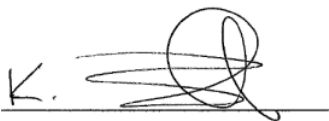
Team work

- ❖ We value our staff and work together for the benefit of you our customer

Continued customer satisfaction

- ❖ We will continually monitor our performance and strive to make improvements

Exceed your expectations



K. Spiewakowski
Managing Director