



## **Customer Charter...**

This Customer Charter has been set up to reflect our level of commitment to our clients and to provide an idea of service delivery, that future/existing clients can expect.

### **What you can expect from REDBRICK PRINT...**

1. At REDBRICK PRINT, we realise that no two clients are the same. However, having said this, each client, be they large or small, deserves equal and fair treatment, and the very best service provided to them that is humanly possible.
2. It is our goal to provide a first class print solution, to include as many variations on the service, to ensure that all potential clients are given the cheapest, fairest quote to best suit their individual circumstances.
3. We realise also that time delays occur for both parties, but it is our aim to provide a realistic expected deadline, and to try our very best to adhere to that deadline. If however circumstances do not permit the meeting of this deadline and REDBRICK PRINT is responsible, then fair compensation will be given by REDBRICK PRINT, in form of a discount on the original quote. Each case will be reviewed individually, should this ever occur.
4. Under no circumstance will an unfair quote be given for any potential work. Each quote will be broken down to give the client an exact idea of where costs will be incurred, and also information on where savings can be made, if any. It is not our aim to overcharge, but to give the client the best possible options, for the fairest prices.
5. Having undertaken a commitment to the client. REDBRICK PRINT will provide ongoing updates, to ensure that the client is kept fully up-to-date on the progress of their project. If the client wishes more regular updates, this can also be given upon request.

### **What REDBRICK PRINT expects of its clients...**

1. When requesting a quote, please provide as much information as possible relating to your project. This will allow us to give as accurate a quote as possible. Information you may wish to provide might be:
  - Information relating to the nature of the project.



- Information relating to corporate style guide/pantone colours if relevant.
- Information relating to additional requirements - ie. Design / Storage / Fulfillment
- Estimated deadline for completion.
- Budget for project.
- Additional information as necessary.

Please note; if the structure of the project changes prior to completion, then the initial quote will be reviewed to incorporate any changes. This will have to be agreed upon by both parties before work on the project resumes.

2. It is expected that if the client has any related problems during the time taken to complete the project, that they contact REDBRICK PRINT without delay so that the problems can be resolved. We hope that the entire process will be trouble free, and enjoyable to both, so wish to ensure that any problems be resolved at the earliest opportunity.

### **Comments or Feedback**

It is our goal to always provide the best possible service to our clients. Therefore, if you have any suggestions, or constructive feedback about anything you may see on this site, or work undertaken by us on your behalf, then we would like to hear from you.

No matter how hard we try to please, we know that realistically, we won't always get it right. So, if you have any problems, please let us know, so that we can correct any procedure, or fault on our part, to ensure that we get it right next time. Also, any additional thoughts or comments are always welcome, as it will allow us to know where our services are successful, and what areas need continual development.

We hope to continue to improve, and grow, and to offer an affordable, reliable, friendly service. This is our promise to you.