

# Customer Service Policy

## Hambleside's Mission Statement

"To be valued by our customers as a skilled and knowledgeable consultative service working in partnership with our clients to understand and enhance their brand and support their sales and marketing activities through the efficient and effective sourcing and supply of branded products and gift solutions."

What we mean by:

"Skilled"	demonstrating high degree of ability in all areas of our core operation
"Knowledgeable"	capable of answering customer questions on all areas of our core business
"Consultative"	listening and understanding our customer business requirements and advising upon and proposing solutions which best meet their needs
"Service"	focus on providing a service to our customers – not purely on supplying product
"Partnership"	our customers perceive us as adding value to their business through a strong understanding of their business and a strong business relationship
"Enhance their brand"	add value to existing brand parameters
"Efficient"	processes and systems that support high performance at minimum cost and time
"Effective"	achieving required results on 100% of projects
"Sourcing and supply"	identifying appropriate suppliers and managing the supply chain
"Branded products"	items marked with unique identification e.g. Logo, wording etc.

## Target Responses

1. Hambleside will confirm receipt of any and all inbound enquiries on a "same day" basis, i.e. within 4 working hours of receipt. The enquiry will then be qualified and a response time agreed between Hambleside and the client.
2. Hambleside will supply a guidance document to all new purchasers to set expectations and guide them through the order process.
3. Hambleside will follow up each quotation provided, according to the order deadline date. Should no deadline be in place, a follow up will take place every two weeks. Quotations with a specific deadline will be added to Hambleside's 'No Fail' order system to highlight any urgency.



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4. Hambleside will provide a sales order acknowledgement to the purchaser on every order, confirming all costs, product detail and delivery dates.
5. Hambleside will update the purchaser on the progress of their order on a regular basis and provide clear information in writing as to anticipated delivery dates.
6. Hambleside will contact the purchaser on the day of delivery to ensure receipt and satisfaction. Purchasers will also receive a Customer Satisfaction Survey to enable feedback and monitoring of service levels.

### How we achieve our Customer Service Goals

- We listen and understand your brand and marketing requirements and translate these into product specifications.
- We use our creativity to propose new ideas or effective alternatives to existing products if required.
- We offer advice and guidance on what can and cannot be achieved.
- We use our knowledge, our libraries of supplier data and powerful trade search tools to search hundreds of thousands of options to source the best products and suppliers to meet your requirements.
- We use our group purchasing power and long standing supplier relationships to achieve preferential prices, terms and conditions.
- We provide full quotations stating clearly and openly, all the costs involved with each purchase.
- We process orders on your behalf, managing the proof cycles, production and supply of product through the supply chain to ensure the right product arrives, at the right place, at the right time.
- We monitor customer satisfaction and resolve any supply or product issues that arise.
- We ensure suppliers are paid on time and effective working relationships are maintained.
- We provide management and report information to meet your specific requirements.
- We input the energy and enthusiasm to ensure your projects run effectively.

### How to log a complaint

If for any reason, you are not happy with the service or product received from Hambleside, we have a rigorous process in place to give you peace of mind that your complaint will be taken seriously and resolved in a timely manner. Our process escalates your complaint accordingly to ensure root causes are identified and improvements are implemented to safeguard from recurrence in the future.

Please report complaints directly to Clare Welch, our Operations Manager, or your account contact. Clare can be contacted on 023 9235 4960 or [clare@hambleside.co.uk](mailto:clare@hambleside.co.uk)



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