

## The Van Walt Customer Charter

### Our promise to you:

➤ **TO PROVIDE THE MOST APPROPRIATE EQUIPMENT**

We won't compromise on quality, we will listen and then help you find solutions that meet your needs. We will supply equipment that keeps you safe and secure onsite and delivers the best, most accurate results. If we haven't got the right equipment for your job, we will tell you.

➤ **TO DELIVER EXCELLENT SERVICE**

Friendly, efficient service is our passion. You can always expect approachable, helpful and knowledgeable service from every member of the Van Walt team. We promise to respond to your enquiries within two hours of receiving them during normal working hours.

➤ **TO UNDERSTAND YOUR REQUIREMENTS**

To provide the most appropriate equipment we need to know as much as we can about your project. We promise not to assume we know best but will work with you to ensure you get what you need in the simplest and most convenient way.

➤ **TO MAKE IT EASY TO DEAL WITH US**

We will make it as easy as possible: whether online ([www.vanwalt.com](http://www.vanwalt.com)), on the telephone (+44 (0)1428 661 660), by email ([sales@vanwalt.com](mailto:sales@vanwalt.com)) or in person, to deal with us to ensure you know what to expect from our equipment and services. If you are not entirely satisfied we ask that you tell us as quickly as possible and we promise to do our utmost to respond to your complaint within 1 hour. (Of course – if you are delighted with your equipment and the service you have received – we would love to hear from you as well!)

➤ **TO BE OPEN AND HONEST AT ALL TIMES**

Van Walt will be honest and straightforward with you, keeping you informed at all times of changes in our processes, equipment, personnel, prices and relevant technical updates. We promise to label our communications so you can see in advance the content of the communication.

### So what we expect from you

- Provide us with as much information as you can so we can better match equipment to your needs
- Keep us informed if things change
- Be honest about any project critical requirements
- Provide us with accurate information regarding your purchase order number, delivery address and purchase ledger processes
- Pay us according to our agreed terms of trade
- Tell us if things go wrong so we can deal with issues opportunely.

