

PRINTFLOW CUSTOMER SERVICE CHARTER

(Our Commitment to You)

At Printflow, we are dedicated to providing exceptional service and support to all our clients. Our goal is to ensure that your experience with us is seamless, efficient, and satisfactory.

Our Core Values (S.I.T.T)

1. Sustainability: To conduct our business in an economically, socially and environmentally friendly manner by promoting green procurement and production processes.
2. Integrity: To conduct business fairly, honestly and ethically as well as fostering trust with customers and employees.
3. Transparency: To provide full disclosure of information to the shareholder and stakeholders required for collaboration and collective decision making.
4. Teamwork: To work as a unified unit with openness and clarity in communication, decision making and actions to achieve organizational goals.

Service Standards

1. Communication
 - Response Time: We aim to respond to all inquiries within 24 hours.
 - Availability: Available Monday to Friday, 8.30AM - 4.30 PM.
2. Order Fulfillment
 - Accuracy: We ensure that all orders are fulfilled accurately according to specifications.
 - Timeliness: We commit to delivering products on or before the agreed-upon deadlines.
3. Quality Assurance
 - Inspection: All printed materials undergo a rigorous quality check before delivery.
 - Feedback: We welcome your feedback and will use it to improve our services continually.
4. Support
 - Assistance: Our team is here to assist you with any questions or issues at any stage of the ordering process.

Client Rights

- Right to Information: You have the right to receive clear and accurate information regarding our services and products.
- Right to Service: You have the right to expect high-quality service and products.

- Right to Feedback: You have the right to provide feedback and suggestions to improve our services.

Client Responsibilities

- Clear Communication: Please provide clear and accurate information when placing an order.
- Timely Feedback: Your timely feedback helps us serve you better.
- Respectful Interaction: We encourage respectful communication to foster a positive relationship.

Commitment to Improvement

Printflow is committed to continuous improvement. We will regularly review our service charter and make adjustments based on client feedback and industry best practices.