

Exceptional Service Charter

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You can trust us to:



RESPOND as quickly as possible.



Work with you to provide an **EFFICIENT, FLEXIBLE** and **QUALITY** service.



ENGAGE, LISTEN and **RELAY** your requirements accurately.



COMMUNICATE effectively at **EVERY STAGE**.



Get it **RIGHT** first time.



Introduce you to the **TEAM** and make you aware of who is **RESPONSIBLE** for what.



EXPLAIN the level of service and how much it will cost.



Make sure we **DELIVER** your project on time.

In return we need you to:



Carefully consider your **REQUIREMENTS** as changes can impact on **COST** and **DELIVERY** dates.



Be **PRECISE** with us about your **COMMUNICATION** expectations.



If we are not meeting your expectations **PLEASE TELL US**.



Tell us when something **CHANGES** and be **UNDERSTANDING** of how this may impact your requirements.