



*Leading the way in Gas Detection and Customer Service.*

***CUSTOMER  
CHARTER***

# **SF Detection - Customer Charter**

**Welcome to SF Detection**

**Setting high standards**

**Confidentiality**

**Customer promise**

**Quality Standards**

**Customer Complaints Procedure**

## Welcome

**Welcome to SF Detection, thank you for your interest in SF Detection products and Service.**

**This customer charter explains how we aim to serve you.**

**At all times, we aim to provide you with a first class service and observe a strict code of conduct.**

**If at any time, you require assistance with any aspect of your business with us, if you wish to comment on the service we offer or if you are in any way dissatisfied, please do not hesitate to contact us. We promise you a rapid reply/response to all enquiries.**

## Setting High Standards

A decorative graphic consisting of a small orange sphere with three curved lines radiating from it, resembling a signal or a stylized 'S'.

**We believe that our customers deserve the highest possible quality of service and conduct from us. Therefore, we undertake to;**

- Observe strict standards of conduct in all our dealings with you.**
- Provide you with fair and reasonable treatment at all times.**
- Explain exactly how our products operate in a clear and accurate language.**

## Confidentiality

**We will observe a strict duty to confidentiality with regard to your affairs not only while you are a customer, but also at all times in the future. We will never disclose any of your details to a third party unless you have specifically authorised us to do so.**

## Customer Promise

### **SF Detection is committed to providing a high quality service to our customers.**

As a professional business we will;

- **Be friendly approachable and professional.**
- **Offer our customers value for money.**
- **Respond quickly and efficiently to requests for service.**
- **Answer telephones calls quickly, with a friendly and pleasant manner.**
- **Respond quickly to all enquires.**
- **Determine customer-specified requirements including delivery and post delivery activities on receipt of an order.**
- **Give straightforward and easy to understand information.**
- **Consult customers regularly and take account of their improvements and suggestions.**
- **Implement corrective actions in a timely and effective manner and strive for prevention in the first instance.**
- **Promote equality and fair treatment.**
- **Aim to continuously improve our products and customer service.**
- **Continuously review our customer's requirements/orders and maintain an open communication to ensure the customer is kept abreast of any amendments/changes.**
- **Determine statutory and regulatory requirements relating to offered products and service.**

## Quality Standards

SF Detection continues to be at the leading edge of European and Global Gas Standards.

SF Detection aim to deliver a customer service second to none and domestic gas detection products of the highest quality.

### Product Quality Standards

The SF Detection products are manufactured in accordance with the following quality standards to provide the best quality for our customers.

- UL 2034
- BS 7860:1996
- EN-50291:2001



SF Detection processes and working practice is in accordance with ISO 9001:2000.

SF Detection will continue to determine and implement effective arrangements for communication with customers in relation to;

- **Product Information**
- **Enquires, contracts and order handling including amendments**
- **Customer feedback, including satisfaction and complaint resolution.**

For more information on our products please contact us or go to our web site:

< <http://www.sfdetection.com> >

## Customer Complaints

**We are totally committed to providing a quality service to our customers at all times.**

**To ensure that we meet your requirements, we welcome any feedback and comments you have about the goods and service you receive.**

**If you are in anyway dissatisfied with your SF Product or our Service or would like to make a suggestion/comment, please do not hesitate to contact us at;**

### **UK OFFICE:**

**SF Detection  
4 Stinsford Road,  
Nuffield Industrial Estate,  
Poole, Dorset.  
BH17 0RZ.  
England.**

**Tel: (44) 01202 645577**

**Fax: (44) 01202 665331**

**Website address: <http://www.sfdetection.com>**

**E-mail: [sales@sfdetection.com](mailto:sales@sfdetection.com)**

**If you are contacting us to complain, we will endeavour to resolve your complaint speedily and with minimum inconvenience. It is usually possible for issues to be resolved immediately at the first point of contact. However, in some instances, we may require more time to investigate the circumstances of your complaint and in this situation we will:**

- Aim for complete resolution within five working days**
- If this is not possible, we will acknowledge your complaint within five working days and keep you up dated on our progress.**
- If we still have not reached a satisfactory conclusion within four weeks, we will write to you to explain in full the reasons why, and when we will contact you further.**