

## BioCycle Ltd Customer Service Policy

BioCycle Ltd, a company who has developed the idea of producing what is believed to be the world's first biodegradable tree shelter.

*" We are dedicated to achieving customer satisfaction".*

### **Customer Service Standards:**

BioCycle Ltd will exhibit customer friendly service at all times, providing a quality assured product and service to meet the needs of our customers. All customer issues will be dealt with, fast, courteous action.

### **Communication:**

BioCycle Ltd can be reached by e-mail, phone, fax and post. It is our aim that all correspondence and enquiries will be dealt with effectively with a quick response.

### **Efficient Service:**

All orders taken by BioCycle will be high priority and dealt with immediately. Our staff team will work hand in hand, through each process, to ensure the purchasing of goods from BioCycle Ltd will be a simple and pleasurable experience.

### **Quality Assurance:**

All products delivered by BioCycle Ltd will be of the highest quality and will endure a rigorous quality control check before leaving the factory.

### **Handling Complaints:**

In the unlikely event of a complaint, BioCycle Ltd seek fair, just and prompt solutions to any complaints or queries. In the event of a complaint, please write to:

Mrs. Jackie Webb, Unit 9 Bryn Cefni Industrial Park, Llangefni, Anglesey, LL77 7XA or email Jackie@biocycle.co.uk

*"BioCycle Ltd is an innovative company who are constantly researching and developing environmental solutions for the Horticultural and Forestry Industries."*