

OFFICEXPRESS – COMPLAINTS PROCEDURE

OUR COMMITMENT TO CUSTOMERS

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously & professionally
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

WHAT IS A COMPLAINT?

A complaint is when you tell us you are not happy about the service or products we provide. It can be about anything and could include any of the following:-

- When we do not deliver a product on time
- If you receive faulty or damaged goods
- When we give you incorrect information
- When you receive a poor quality service
- When you have a problem with a member of staff

HOW TO MAKE A COMPLAINT

If you wish to make a complaint the initial contact would be your specific Account Manager. If you are unhappy with the response the Sector Manager would be the next point of contact.

Failing a resolution the Sales Director would respond to your complaint within 24 hours, if the matter were to escalate further our Managing Director would respond to your complaint within three days.

Our Customer Service Team is also available and more than happy to assist with any complaint you may have.

You can contact our Customer Care Team in any of the ways listed below.

By email at customersupportox@officexpress.co.uk

In writing to our Customer Care Team at

OfficeXpress Ltd
Enterprise House
Roydsdale Way
Euroway Trading Estate
Bradford
West Yorkshire
BD6 4SE

By phone to our Customer Services Team on 0845 8901995.

By fax to our Customer Services team on 0845 890 1996.

Your complaint will be fully investigated and a response issued within five working days.

If you are unhappy with the response you can contact in writing the **Sales Director**,

Saj Qureshi
OfficeXpress Ltd
Enterprise House
Roydsdale Way
Euroway Trading Estate
Bradford
West Yorkshire
BD6 4SE