



SOLWAYS

PRINTERS OF
THE HIGHEST QUALITY

SOLWAYS PRINTERS CLIENT CHARTER

2018

OUR CORE PURPOSE

To provide a printing service of the highest quality and to be the best in our chosen field. To invest in technology and people to continuously improve client satisfaction levels.

OUR CORE VALUES

We will always:

- PROVIDE OUTSTANDING SERVICE •
- KEEP OURSELVES UP TO DATE WITH THE LATEST PRINT SOLUTIONS •
 - PROVIDE VALUED PRODUCTS AND SERVICES TO OUR CLIENTS •
 - WORK AS A TEAM BOTH INTERNALLY AND WITH OUR CLIENTS •
 - BE APPROACHABLE AND CONSIDERATE TO EVERYONE •
 - ACT PROFESSIONALLY AND EFFICIENTLY FOR OUR CLIENTS •
- HAVE FUN AND ENJOY OUR WORK •

OUR COMMITMENT TO YOU

We have developed policies within our company that help us work more efficiently and effectively. We aim to provide a printing service of the highest quality and to be the best in our industry.

We will:

- Provide our clients with a unique variety of print processes.
- Manage your printing requirements and logistics. Delivering on a local, national and international basis.
- Aim to provide a printing service of the highest quality and to be the best in our chosen field.
- Invest in technology and people, in order to continuously improve customer satisfaction levels.
- Specialise in printing for image and brand-conscious organisations.
- Be aware of the fact that our clients require a consistent quality of product and service.
- Provide well-trained staff who have a good depth of experience as well as excellent communication skills, and submit fast and detailed estimates. This, in conjunction with our obsessive customer service has the message of our competitive advantage.
- Keep you fully informed via email, or phone to progress the work we have completed and work we intend to complete for you.
- Ensure that all letters and telephone calls will be dealt with within one business day.
- Agree deadlines with you and adhere to them.
- We appreciate that everyone is different, we will agree to your preferred method of communication.
- Strive to become your trusted partner for the provision of print advice and services for your business.

YOUR COMMITMENT TO US

- Answer all our emails, letters and telephone calls within one business day.
- Keep to meeting times and regard our meetings as essential for building a strong business relationship.
- Keep us informed about any changes within your business that affect our work.
- Pay us within our agreed terms.
- Let us know at the earliest opportunity should we not meet your expectations or you are unhappy with our service in any way.
- If you like what we do please do tell your business contacts and friends about Solways Printers – we love NEW CLIENTS!