

## Service Level Agreement

### Inquiries

General inquiries will be acknowledged within one hour, pending further information to be supplied.

Quotation requests will be acknowledged within one hour, detailing the time when a full quote will be available, usually same day.

We use a checklist to qualify an inquiry and obtain as much detail as possible.

You will have an account manager, and have their direct contact details.

Our quotations will be submitted detailing product, branding, origination, carriage charges, along with a firm lead time, and include an appropriate image where possible.

A sustainable alternative product can be quoted where possible.

### Orders & Artwork

When an order is confirmed we will supply an order confirmation within 24 hours. Showing full details of the order including quantity, print specification and delivery instructions.

If a product is out of stock (and will be for some time) an alternative will be automatically suggested.

Artwork approvals (proof) will be supplied showing product, with logo to size and in proportion, in correct colour within 5 days of receiving order.

Orders will not proceed to production without an approved order confirmation and proof approval.

Where a pre-production sample is required, a date by which this will be ready will be confirmed, for those off shore, this might be an estimate.

Artwork and proofs will be filed and saved for future repeat orders.

Artwork/ visual amends will be supplied within two working days.

We will update the purchaser on order progress on a regular basis.

All orders will be delivered error free.

### Production & Delivery

We will email despatch details once goods are completed, and where possible advise of the carrier and confirm who signed for the goods and at what time. All goods will be labelled and accompanied with a delivery note detailing number of boxes and how many in each box.

### Invoices

An invoice will be raised within 3 days after despatch, stating the purchase order number, and our contact. No invoice will be sent out for a higher value than the purchase order value.

Deliveries will be to the correct address, on time and to the correct specification

*Kerry Adcock*

This policy is reviewed and updated annually - November 2023