

Customer Care Policy

PC Electrical (UK) Limited is committed to providing its current and future customers with a level of customer care that will exceed all customer expectations.

Our Customers can expect:

Respond to written, verbal or electronic communications from customers courteously, promptly and efficiently.

Demonstrate professionalism from first point of contact to completion

Treat all customers fairly and sensitively

Provide a clear point of contact

We will provide an efficient, professional, friendly service at all times

Always ensure the strict privacy and confidentiality of our clients or potential clients

Committed to:

Recognise and respect the specific needs of each of our customers

Dealing with request and enquiries accurately, promptly and efficiently

Make every effort to find the answer to customer queries when necessary

Train staff to ensure we can offer a service to match our customers' expectations

Build a strong and valued working relationship with our clients

Work within existing legislation and our clients' guidelines / policies

PC Electrical(UK) Limited “Committed to performance and excellence”

K Price

Managing Director

335 Wigan Road, Bolton, Lancashire, BL3 5QU T: 01204 62936 F: 01204 62932 Email: info@pcelectricaluk.com

