As a group, we are dedicated to offering the highest quality customer service possible. To accomplish this, we have developed a Customer Service Playbook outlining our customer service philosophy and expectations.

The Customer Service Playbook is a dynamic document that will be revised as our team evolves. We urge all team members to routinely review the Customer Service Playbook and offer suggestions for improvement.

We desire to:

• get to know our consumers

• comprehend their demands

• do all possible to exceed their expectations

For this, we must:

• reply swiftly to all customer enquiries and requests • keep consumers informed of any changes or updates that may affect them

Please examine the Customer Service Playbook and feel free to contact us at [email protected] if you have any questions or recommendations.

We appreciate your dedication to providing exceptional customer service.