



Customer Charter

Helping us to provide you with the service you expect from
IST Supplies

Expertise

Choice

Logistics

IST Customer Charter

Our commitment to you and what we need from you, to help us deliver our mission:



IST Supplies Ltd is committed to ensuring the distribution of top branded goods within the best delivery time possible. We aim to balance our customer needs against the duty we hold to those who depend on our organisation. Ensuring the customer service you receive is aligned with the customer service you expect, our charter sets out our commitment to all our customers.

We value all our customers. We know our customers rely on us to provide the goods they require, where and when they require them to get the job done. We understand customers require simple, effective processes as their time is valuable. You have told us that we need to be easy to do business with, you need us to try our very best to get things right first time, to provide quick, accurate and consistent delivery and find satisfactory solutions to potential challenges and we want you to know we have heard you and we continue listening. ..



What you can expect from us

We commit to upholding exceptional service levels in line with our company values:

- **INNOVATION**
- **RESPECT**
- **EXCELLENCE**
- **RESPONSIVE**

We understand we are distributing life-saving products and we take your business needs and quality of the service we provide very seriously.

Experience & Knowledge

With 5 decades of industry experience we have developed strong supplier relationships. Loyal customers have the advantage of consulting one of our expert account managers. For our export customers we have export experts within our midst and years of logistics knowledge.

Quality & Competency

Distributing only goods supplied by renowned suppliers, you can be sure our extensive stock of leading brands is high-grade.

We invest in processes, training and development to ensure a high level of competency within our organisation.

Environmentally aware, our dynamic distribution depot recycles and disposes of any discarded goods responsibly.



What you can expect from us

Consideration

Promoting calm and seamless collaborations, we value our customers, suppliers and employees. Welcoming customer reviews and feedback on a regular basis.

A quick click on the “smiley face” banner at the bottom of our correspondence to you will help us to improve, deal with any issues and provides motivation to our employees when you let us know we have exceeded expectation.

Analytical approach

Leading with a diagnostic, detailed approach and market awareness - our processes, stock and practices are under constant review. We aim to provide our customers with robust, innovative solutions and perceptive problem solving should the need arise.

To accommodate shifting lead times and Global changes during the last couple of years, we have invested in new, intelligence driven technology. Thus, providing a positive outcome of **increased stock levels of the products our customers demand.**

User-friendly solutions

We understand you want ordering to be uncomplicated and our customer service team to be supportive of your needs.

Our easy-to-use online tools are provided for your convenience. Go to www.istsupplies.com where you can browse, place orders, keep a record of your orders, check your invoices and make payments. In addition, we advocate approachable, professional communication and have a dedicated, supportive team to speak to whenever you require assistance.



What we need you to do...

As our customer, you play an integral part in helping us to maintain our service levels and meet your expectations. We ask that you:

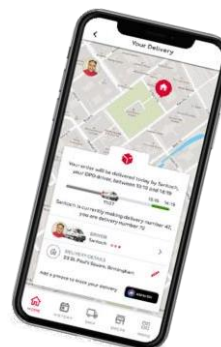


- Provide precise and accurate information when requesting quotes or placing orders.

Either order via the website (<http://www.istsupplies.com>), or email your request and order form to orders@istsupplies.com

For your convenience we have provided a suggested purchase order form template on page 6.

- Provide reference numbers and keep a note of any reference numbers we issue - this makes locating and tracking your order easier.
- Check any automated messages - such as order acknowledgements - as these may contain valuable information such as lead times and stock availability.
- Provide clear instructions regarding delivery - remember you may change your delivery address or time using the DPD app so look out for any notifications and use the app as far as possible to get your parcels where you need them when you need them.



Providing a contact telephone number for the order gives you more control regarding your delivery as you will receive notifications and updates.

- Pay particular attention when booking site deliveries - keep in mind the courier works on postcodes so clear instructions will need to be provided.



What we need you to do...

- Keep us updated of any changes or alterations.
- Give us enough notice to deliver your orders on time - keep lead times in mind.
- Utilise the automated applications we provide for your convenience and planning (for example the DPD tracking service).
- Use the technology we have invested in for your convenience (if you have an account, request login details for our website). The website is under constant review providing a user-friendly platform to conduct all your business with IST Supplies.
- Check the “how to” videos on our website to see how using these tools can simplify the way you purchase and make payments.
- Treat our employees with respect - we strive to do our best.



REMEMBER: Your satisfaction and feedback are extremely important to us. We measure satisfaction regularly and act on feedback. All feedback is welcome so use the “smiley face” tool often to communicate how you think we are doing.

While we aim to deliver excellent services to you, we accept that occasionally things may not go according to plan and we may not meet your expectations. If this happens, we rely on your feedback. **Let us know when you are not** entirely satisfied. We take any complaints we receive **seriously** and commit to investigating all complaints. If we have got something wrong, we put improvements in place wherever possible to make it better for you and all our customers' next time.



Purchase Order Template

Invoice/Billing Address Details:

Contact Name
 Company Name
 Full Invoicing Address
 Mobile Phone Number
 Email
 VAT Number

PURCHASE ORDER TEMPLATE

Your Purchase Order Number /Reference

IST Quotation Reference

To: IST Supplies Ltd
 Unit 3 Horton Industrial Park
 West Drayton
 UB7 8JD
 orders@istsupplies.com

Delivery Address Details:

Contact Name
 Full Delivery Address
 Full Delivery Postcode
 Contact Mobile Number
 email address

*Essential
for effective
DPD
tracking*



PO Date	Requisitioner	Requested Delivery Date		Part Shipment Required	Delivery Service
Date of order sent to IST Supplies	Person placing the PO	Date order required by		Yes/No	Std Nextday Nextday before 10:30am Nextday before 12pm Saturday before 12pm

Qty	IST Part Number	Description	Unit Price	Currency	Total
10	55000-317 Please refer to your price list	Apollo S65 optical smoke detector	£20.00	GBP	£200.00
Subtotal					£200.00
Carriage Charge (if known)					£10.00
Total Order Value					£210.00

Special Notes/Instructions

Authorised By

Date

Together we can help grow your business



Our business strategy includes particular focus on meeting our customers' needs through knowing our customers better, being more efficient and effective in what we do, creating faster, simpler digital services and empowering our people.

We have a wealth of experience and knowledge together with excellent supplier/manufacturer relationships that we want to share so you, our valued customers, may benefit.

We thank all our loyal customers for continuing to do business with us. This is very much appreciated, and we welcome new customers to invite us to be the preferred distributor for all your fire security needs.

IST For Expertise, Choice, Logistics

