

- Expertise
- Choice
- Logistics

CUSTOMER CHARTER

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

IST Customer Charter

Our commitment to you

At IST Supplies Ltd, we are committed to providing reliable distribution of leading brands with the best possible delivery times. We understand that our customers depend on us, and we aim to make every interaction simple, efficient and dependable.

We understand you need a supplier that is easy to work with, gets things right first time, provides accurate deliveries and offers effective solutions when challenges arise. We listen, learn and continue to improve our service.

What you can expect from us

We are committed to delivering exceptional service through our values:

- **Innovation**
- **Respect**
- **Excellence**
- **Responsiveness**

We understand the importance of supplying critical products and take your business needs and service experience seriously.

Experience & knowledge

With over 50 years of industry experience, we have built strong supplier partnerships and developed extensive knowledge across logistics, exports and distribution. Our expert account managers are available to support your requirements.

Quality & competency

We only supply products from trusted, leading manufacturers. We invest in our people, systems and processes to maintain high standards and ensure reliable service.

Consideration

We value our customers, suppliers and employees. Your feedback helps us improve, recognise great service and resolve issues quickly. Please use our feedback tool on our ticket responses to share your experience.

Analytical approach

We continuously review our processes, stock levels and market needs to provide reliable solutions. Investment in technology and improved forecasting helps us provide accurate information when requesting quotes or placing orders.

What we need from you, our customer, to help us deliver our best service:

- Order through our website or email orders to orders@istsupplies.com.
 - Keep order and reference numbers available to help us track requests quickly.
 - Check order acknowledgements and automated updates for important information such as availability and lead times.
 - Provide clear delivery instructions and contact details to help manage deliveries.
 - Use delivery tools such as the DPD or DHL app for tracking and updates.
 - Allow sufficient time for delivery by considering lead times.
 - Keep us informed of any changes to your requirements.
 - Use our online tools and resources to make ordering and payments easier.
 - Treat our team with respect — we are here to help.
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Ordering with IST Supplies

We make ordering easy and flexible. You can place orders through our website or app — the preferred and easiest option — where you can view your order history, track invoices and access any agreed special pricing. Alternatively, you can order by email, or by telephone when you need something quickly and on the move.

If you choose to order by email, our automated system will process your request, but we need a clear and complete purchase order with all required information to ensure we can fulfil your order accurately and deliver effectively. Providing full details, including product requirements, delivery information and any relevant references, helps us process your order smoothly and avoid delays.

We have provided a purchase order template example for your convenience.

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 A2 Cyril Vokins Road
Newbury
RG14 5XB
orders@istsupplies.com

Delivery Address Details:

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

Essential
for effective
DPD/DHL
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					FOC
Total Order Value					£200.00

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 value your feedback

Your feedback is important to us and helps us continually improve the service we provide. We welcome your comments, suggestions and experiences, as they help us understand what we are doing well and where we can make improvements. Whether you have praise to share or an issue that needs resolving, we encourage you to let us know — your feedback helps us deliver a better service for you and all our customers.

Thank you

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