

# The Scarlet Logitech Customer Charter

- Ensuring your peace of mind through a 10 point unique Quality Standard

## We pledge:

1. To provide professional support throughout the year whenever and wherever necessary to you, at the highest level of seniority.
2. To provide a timely and helpful response to all enquiries, and to your demands for information across our entire range of services.
3. To carefully and continuously check that all of our services provide value for money and fully meet your expectations.
4. To constantly work to improve efficiency of our services, ensure that any work undertaken is to the highest possible standard.
5. To ensure that our advice is always up to date and relevant to your business.
6. To where possible make sure that support calls are returned within two hours and if a site visit is necessary that this will be done within twenty four hours where practical and subject to priority.
7. If you subscribe to our backup service we commit to rigorous weekly or daily checks of your backup logs, to promptly reporting and working with you to find the reason for, and correct any possible errors.
8. To make expert advice available to our clients on a wide range of matters additional to data backup, such as Networking, Legislation, Information Security, IT System Security, and Disaster Recovery so providing a full and responsive advisory service to assist you in successfully developing your IT strategy.
9. To respect confidential information concerning a customer's business and not to disclose or permit the disclosure or use, to our own advantage, of any such information without the customer's prior written agreement.
- 10 To where possible make sure that you are invoiced the right amount within no more than two weeks of any work being carried out and should any issues arise these will be dealt with promptly.