



# Picture It PhotoArt - Customer Charter

## 1.0 Our philosophy

1.1 We are an expanding family-run business and we are building our business on the following principles:

- We place the highest priority on providing the best possible service to our customers;
- We will offer quality products at the best prices;
- We will provide a personal service that aims to ensure that your requirements are understood and fully met;
- We will offer a 100% satisfaction guarantee to all our customers;
- We recognise that even in the best managed businesses things sometimes go wrong. The mark of a customer focussed business is how problems are handled and we aim to be the best;
- We want you to buy from us again and to recommend us to others;
- Our customer charter will fully protect and in many respects exceed your statutory rights.

## 2.0 Our values and ethics

- 2.1 We will always strive to act with integrity and honesty in all our dealings with you.
- 2.2 We will never provide you with inferior advice in order to make a sale. We value our reputation and work hard to retain it.
- 2.3 We will never knowingly sell products that are not up to our high quality standards or that have been produced in ways which exploit vulnerable groups of people.
- 2.4 We will regularly review the impact of our business on environmental issues and work with our suppliers to source products that reduce this impact. More details can be found in our Environmental Statement on our website.
- 2.5 We will treat our suppliers fairly and support small business and social enterprise wherever possible.
- 2.6 We will only work with suppliers who share our values and ethics and source products that offer you the best overall value.
- 2.7 We are personally involved in providing an excellent service to our customers and we will do everything we can to ensure that you are a fully satisfied customer.
- 2.8 As a business we acknowledge our responsibility to the community and we will share our success through donations to chosen community or charitable groups.

## 3.0 Contacting us

- 3.1 If you contact us we will endeavour to meet the following response targets:
- Contacts received during office hours - on the same day, but during exceptionally busy periods this might take up to 24 hours.
  - Contacts received out of office hours - on the next working day.
  - Our normal office hours are 8.30 to 17.30 Monday to Friday.



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### 3.2 Our Contact Details are:

Mailing Address: Picture It PhotoArt, 2 Close Field, Gretton, Gloucestershire, GL54 5YJ

Email: [enquiries@pictureitphotoart.co.uk](mailto:enquiries@pictureitphotoart.co.uk)

Telephone: Landline (national rates) - +44 (0)560 255 7219  
Mobile - +44 (0)7811 756 615

### 4.0 Problems

4.1 If you have problems with any of our products or customer service at any stage, we will allocate a member of our team to work with you to fully understand the nature of your concern and to reach an acceptable resolution.

4.2 We will normally offer a replacement or refund (in cash or vouchers), depending on the nature of the problem and the age of the product.

4.3 We recognise that the nature of some of our products is such that they need to be seen in situ to fully appreciate whether they meet your requirements or not. For this reason we offer a 100% satisfaction guarantee - if it is not what you thought or it does not suit for any reason, simply contact us, and we will arrange a refund or replacement.

4.4 There are some special conditions relating to bespoke and personalised products and these can be found in our Terms & Conditions available on our website.

### 5.0 Marketing and Privacy

5.1 Unless you opt out we will add your email address to our mailing list for monthly newsletters. We will also send occasional special mailings.

5.2 If you opt out we will remove your email address from our list within 48 hours.

5.3 We will never provide or sell your details to anyone else.

### 6.0 Customer Feedback

6.1 We welcome feedback from our customers. You can contact us at any time using our contact email address [enquiries@pictureitphotoart.co.uk](mailto:enquiries@pictureitphotoart.co.uk) to let us know what you think.

6.2 From time to time we may approach some of our customers for specific feedback on our products or services. We really do value your views but if you would rather not take part just let us know and we will not trouble you again.

6.3 We sometimes ask our customers if they would be prepared for us to use photographs of their art in situ in our promotional material. If you agree, to recognise your cooperation we will offer a discount on your next order.

6.4 If you are pleased with the service you have received and would like to send us a testimonial for use on our website and in other promotional material, just send it to [sales@pictureitphotoart.co.uk](mailto:sales@pictureitphotoart.co.uk)