

Customer Service Promise



SERVICE - COMPLIANCE - INTEGRITY

Availability and Responsiveness

All Firequip staff will respond to customer enquiries quickly and efficiently

- Our Sales and Customer Service teams are available 6.00am - 5.00pm Weekdays (4.30pm Fridays)
- We will aim to respond to all emails within 1 hour of receiving them
- For next day 'first run' deliveries we will accept orders until 3pm and will send you a confirmation of your order
- We will aim to meet urgent delivery requests
- We will find the answer to your technical questions relating to the products and services we provide

Our Mission

Protect life and property and invest in our business and develop our people

Professionalism and Honesty

We will maintain a professional manner at all times and will be honest with you in our ability to meet your requirements

- We promise to be polite and courteous in all communications, whether it is in person, on the phone or via email
- We will always inform you as soon as possible, if there is an issue in meeting your requirements

Our Strategy

We will be profitable through responsive relationships with our customers and suppliers built on our Customer Service Promise and strong values

Quality and Certification

Our goal is to set the industry standard in quality for all products and services

- We will aim to provide the highest quality goods and services
- Where possible we will only source certified products
- Our products will perform to the specified requirements at all times

Our Values

- Committed and Reliable
- Open and Honest
- Ethical and Respectful

Continuous Improvement

We will continue to improve

- Our relationship does not end at point of sale. We will routinely seek and respond to feedback on our products and services
- We will continue to improve our product and technical knowledge through continual training and development
- We will record and investigate all product complaints. You will be notified once a solution has been developed