

## Service

At Safeglass, we are proud of the fact that we have developed a new safety product that has grown in popularity since we introduced it in 1997. It has only been possible to do this by working with customers and providing a first class service.

Here are some of the principles we aspire to:

- We set realistic turnaround times that we stick to.
- Where a client requires a product sooner than our standard turnaround, we will always try to meet their deadline.
- If we cannot meet a client's deadline, we will try to offer a compromise, for example, delivering part of the order early with the remainder following at a later date.
- We admit that we do not get it right every time. When we experience a problem we try to keep the client informed and discuss how best to resolve the problem.
  - Our first priority is to ensure that product is delivered.
  - We then investigate the source of the problem and take the appropriate action.
- Quotations and other correspondence are normally dealt with within 2 working days.
- We regularly develop new products with clients. During the development time we will proactively help the client to reach their objectives.

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