

# Customer Care Policy

At Total Postweigh International our constant core mission is to recognise that the most important contacts we have in our business dealings are with our Customers. If we do not provide an ongoing "holistic" programme of quality advice, service and support then someone else will.

Our aim is to provide faultless attention in all areas of our relationships with Customers, and essentially the key areas are:

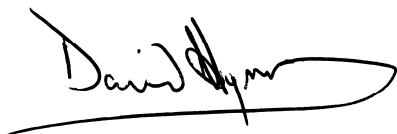
- Responding rapidly to enquiries.
- Promptly answering the telephone, without the use of a call centre.
- Ensuring invoices accurately reflect everything involved.
- Attending service calls within the agreed times.
- Adding Value to all of our contact with you.
- Putting ourselves in the Customers situation, and looking to enhance our service.
- Ensuring Total Postweigh International staff are courteous, trained and helpful.
- Keeping Customers informed of relevant present and future plans.

In essence, the Company applies sets its mark by three maxims:

- Attention to detail.
- The Customer is King -and -Queen.
- Do it Now !

Once you are a customer, our aim will be to ensure that whatever your future needs for complementary equipment or extra services, you will be pleased to think of us first.

And to conclude, should any aspect of your dealings with Total Postweigh International not meet your expectations, then please email me at [david@postweigh.com](mailto:david@postweigh.com) or ring 01434 381182 and I will give the matter my personal attention.



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David Hymers  
Managing Director  
Total Postweigh International Ltd.

February 2009

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