**Customer Services Charter**

Like most businesses, we know that our success lies in delivering excellent service to you, our customer. Our customer service charter sets out our commitment to provide you, our customer, with the service you can expect.

**Who we are and what we do**

As the "world's No.1 comprehensive motor manufacturer", Nidec Group supplies products that meet customers' and social needs by utilizing the synergy of group company characteristics and attributes.

**Our Customer Service Charter**

**Responsiveness**

* We will respond promptly to your enquiries through our phone and email service.
* We aim to answer the phone within 5 rings.
* We aim to respond to phone enquiries and emails within one working day.
* We will provide accurate and up to date information, when you need it.

**Quality service**

* Enquires will be responded to the same working day.
* All orders received before 16:00hrs will be processed and acknowledged within 48 hours.
* All shipping to be in accordance with all relevant best practices.
* Our people understand your issues because of their extensive experience within our business.
* We aim to tailor our response to your needs.
* You will receive the same excellent service standard if you receive services from a third party on our behalf.

**Confidentiality**

* We have systems in place to ensure that we protect your confidential information.
* We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you.

**Professionalism**

* Our business dealings with you will be conducted ethically with integrity and honesty.
* Our people will focus on helping you find solutions to your business needs.
* Every customer is treated equally.
* Our people will be accountable in their dealings with you.

**Feedback – compliments, complaints, suggestions**

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

* Customer feedback will be logged using the QRQC process, cleared promptly and taken as an opportunity to improve.
* Current order status report sent weekly using COR.
* Standard Repair reports to be sent within 10 days of receiving the motor.