



FOLENS CUSTOMER SERVICE CHARTER

The mission of Folens Customer Service is to fully understand our customers' needs and to provide high quality, timely and effective customer support.

Our vision is to provide an excellent customer experience that will be identified as the best in class within the Irish education industry.

Here at Folens we work together and are loyal and passionate about our Folens hive and our colleagues. As part of this, we are committed to helping you to realise the full value of all our products and services.

Customer Service Principles

Our core customer service principles are to:

- **Recognise the importance of all customers** and how the actions of every Folens employee can make a difference while being professional, reliable, respectful and responsive.
- **Communicate promptly and honestly**, providing customers with a variety of ways to contact us, while being brief and clear with all responses.
- **Be the voice of our customer** so that the needs of our customers are at the centre of everything that we do.
- **View any issues as an opportunity to improve**, where solving these issues will enable us to improve the quality of our products and services.
- **Listen well and ask the right questions**, be responsive and demonstrate a sense of urgency while realising that how something is said has a significant influence on how it is received.
- Strive to make it as **easy as possible for our customers** to do business with Folens to ensure that we are your preferred supplier for your teaching needs.

To meet these commitments, our key goals are listed below:

- **Respond** to all emails within 24 hours
- **Answer** all calls within 90 seconds
- **Provide** track and trace information on request for all domestic parcel deliveries
- **Instruct** and support our agents to provide a better service for our customers
- **Dispatch** all orders placed before 2 pm for delivery the following business day