ALLIED TIMBERS
Zimbabwe (Pvt) Ltd



# CUSTOMER SERVICE CHARTER

## Our Commitment

**At Allied Timbers Zimbabwe (Private) Limited we are committed to delivering sustainable high- quality forest based products and reliable timely service excellence to all our customers. We aim to treat every customer with the utmost respect, fairness, and professionalism.**



## Our Service Standards

**We aim to provide a seamless and positive customer service through**

- upholding ethical and transparent business practices
- treating all customers with respect, courtesy, and professionalism.
- providing clear and accurate product and service information.
- a well-trained customer support team that responds promptly and resolve issues.
- maintaining transparent communication on product availability, pricing, and delivery schedules.
- Supplying products that meet industry standards, including a 25-year guarantee on pressure-treated gum poles and trusses.

### Customer rights

As our customer, you have the right to:

- Be treated with dignity and respect
- Receive timely and efficient service
- Access clear and accurate information
- Lodge complaints and receive timely feedback
- Privacy and confidentiality

### Customer Responsibilities

We expect our customers to:

- Provide accurate and complete information
- Treat staff with respect
- Adhere to procedures and guidelines
- Meet agreed deadlines and obligations

### Sustainability and corporate responsibility

We are committed to:

- Practice sustainable forestry.
- Comply with environmental laws and standards.
- Support community development initiatives

## Complaints and Feedback

**We commit to:**

- Acknowledge complains within three working days
- Resolve issues within 24 working hours, or keeping you informed if more time is required.

Your feedback is important to us. If you are dissatisfied with our services, please contact us on:
Email : marketing@alliedtimbers.co.zw or visit any Allied Timbers Zimabawe (pvt) Ltd office and speak with our representative
Contact number: (+263) 242 446140-42
Website: www.alliedtimbers.co.zw