



# Customer Care Charter

## Shred Station's Promise to You

Here at Shred Station, we are stringent in our confidential data destruction methods as well as our environmental policies. It's central to our service that the experience of our customers is managed with the same level of uncompromised care and respect.

### We pledge to:

- Ensure Shred Station services are easy to use and understand.
- Deliver services to you with professionalism, diligence and acknowledgement of your requirements.
- Have staff available to answer your query between 8.30am and 5.30pm Monday to Friday. If we are unable to answer your query at the first point of contact, we will get back to you within one working day.
- Ensure any changes to your collection schedule are clearly communicated to you within a reasonable timeframe dependant on the reason or circumstance.

### When submitting a Quick Quote or call back request, or enquiring via email:

- You will receive a call or email back as requested within one working day.
- You will receive our best quote which will be valid for 30 days after issue.
- If we are unable to reach you, we will leave a message and follow up with an email.

### What to expect when your sensitive information is collected:

- Our uniformed and security vetted drivers will arrive at your premises to collect your confidential information on the allocated day. Depending on the service you have ordered, we will either destroy these documents on-site, or take them off-site to be destroyed at one of our secure shredding depots.
- For on-site services, a Certificate of Destruction will be issued by the driver on the day of collection.
- For off-site services, a Certificate of Destruction will be issued within two working days.
- An invoice will be issued to you for your services via post between 7-14 working days.
- If it is your first collection, we will require payment prior to or upon collection.

If you are at all dissatisfied or wish to give us feedback with regards to the service we have provided, please get in touch via the channels below:

**Email:** [feedback@shredstation.co.uk](mailto:feedback@shredstation.co.uk)

**Telephone:** 01603 721123

**Mail:** Shred Station Ltd, Osborne House, Wendover Road, Norwich. NR13 6LH.

A customer service advisor will acknowledge your feedback, and will aim to get back to you within seven working days if any further investigations need to be made. If any additional time is required for us to complete our investigations, we will let you know.