



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 promise to be compliant, eco-friendly, transparent and customer focused at all times.

Compliant

We promise that every collection will be treated with the same stringent levels of security.

We publish all of our accreditation certificates online for you to see, and our security vetted staff are trained in data protection.



Eco-Friendly

We promise to recycle 100% of the paper we shred on your behalf. We recycle all other materials where possible, and have zero tolerance for landfill.

We are proud to be a carbon neutral company, and promise to operate in an eco-friendly way.



Transparent

We promise that our services will always be easy to use and understand.

Our team of shredding specialists are available to answer any questions you have about how we operate, and give you honest advice on the best service to suit you.



Customer Focused

We promise to deliver services to you with professionalism, diligence and acknowledgement of your requirements.

We always aim to answer your queries at the first point of contact, but if not possible, we will get back to you within one working day.



Our staff are available to answer your queries between 8.30am and 5.30pm Monday to Friday. If there are any necessary changes to your collection schedule, for instance, over bank holidays, these changes will be 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

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.