

our team commitment to you



Because we know the concerns and frustrations you face, we realise you'll expect certain standards of service from us. Our aim isn't just to meet your expectations, but to exceed them – so that you'll be delighted by the service you receive. Our commitment to serve you covers 10 key aspects:

1. When you contact us, you will be treated in a friendly, polite and helpful way.
2. Every member of our team is committed to providing you with excellent service so you can rest assured your job is in safe hands and will receive our dedicated and enthusiastic attention.
3. You can rely on us to be honest and ethical in all our dealings with you. The advice and solutions you're given will meet your needs and provide superb value.
4. We'll take time to listen to you and fully understand your requirements. We'll make sure the advice you receive is clear and intelligible, so you can be confident your needs will be met.
5. You will be given thorough advice and assistance at every stage of your project, ensuring that you make the best possible use of the technology and resources available to you. We'll work with you to make sure your project is successful.
6. We'll strive to keep our people accessible. We realise your time is important – so when it's not possible for you to speak to the right person straight away, we'll endeavour to address your enquiry within 24 hours, or sooner if you need it.
7. You will benefit from our attention to detail and expertise, and we'll aim to complete your project to the highest possible technical and artistic standards. You will be working with highly competent and experienced engineers who will work closely with you throughout the project.
8. All the equipment supplied to you will be carefully chosen to suit your needs – and fully tested in accordance with electrical safety regulations and professional audio standards. This minimises the risk of delays to your project, saving you valuable time and money.
9. We'll make it a priority to keep within the agreed time scale for every aspect of your project so that everything happens as scheduled. We promise that your important deadlines won't be compromised by any failure on our part.
10. To give you outstanding value for money and help you manage your budget, we promise that as long as your requirements don't change, the price you're given will not change. If you make changes to your specification which might affect your project costings, we promise to let you know at the earliest opportunity.

When you choose **bh** as your provider of installation solutions, it's comforting to know your choice is backed at every stage by a performance guarantee. We guarantee that:

- All equipment you are supplied with will be tested to ensure reliability.
- All your agreed deadlines will be met.
- Your budget will be agreed in advance and as long as your needs don't change, the costs won't increase. If you make any changes which are likely to affect your budget we'll let you know immediately.

If we fail to meet these promises, please give us the opportunity to put it right free of charge. If we still fall short of your expectations, you will be given a full refund.

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