



Customer Charter

This Charter sets out the standards of service we will endeavour to maintain for all our customers. We want to meet (& ultimately exceed) your expectations, and would encourage you to let us know if we ever fall below these standards. We hope that we have covered all the main operational areas but if you feel we have overlooked anything then please do not hesitate to contact us.

Pricing

We maintain a comprehensive price list for our entire product range, which is regularly updated. Prices are generally valid for the month in which they are quoted, unless otherwise stated.

Order Placement/Acknowledgement

Orders are confirmed by fax or e-mail. We recommend that you contact us should you not receive a confirmation or if we have made an error in any of the details. If we do not have the required material in stock, we will advise you when it is due to come in &/or recommend a suitable alternative from our range.

Lead-times

Our standard delivery service from stock is two days. Next day deliveries can be requested for orders taken before 12 noon.

Lead-times for bespoke/compounded products will be acknowledged at time of order placement.

Damages

We endeavour to protect your order as best we can and to deliver it in pristine condition. However, if you do encounter any damages please ensure you endorse the **haulier's** copy of the delivery note accordingly. It is also important that you directly report any damages/losses to our customer service team so that we can promptly take corrective action and issue a credit note where appropriate.

Bespoke products/compounded materials

The following production variance applies to all products manufactured to order:

Below 250 kg	+/- 10%
Above 250 kg	+/- 25 kg

Call-off Orders

Standard terms are delivery within 3 months of order placement except by special agreement.

Invoicing

Invoices are raised upon completion of the documentation process and within the calendar month of delivery.

Technical Support

We pride ourselves on our hands-on technical support. We can provide advice over the phone or make site visits to assist with material trials or help resolve product/processing issues.

Quality

All operations are BS EN ISO 9001:2000 approved.

Our delivery notes incorporate a Certificate of Conformity, while a Manufacturer's Certificate of Analysis is available upon request for all our prime materials.

We supply an extensive range of high performance, engineering & commodity polymers produced to the highest industry standards from fully ISO accredited Producers. However, our reprocessed products do not carry the same continuous properties as virgin material and the end selection of these materials must remain the final responsibility of the processor/customer.

After Sales Service

We are totally committed to providing a quality service at all times. To ensure we meet these requirements we welcome your feedback, be it as a complaint or a recommendation about the products and services we provide.

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