

# customer charter

Manor Printing Services is committed to providing the highest levels of customer service. This Charter is our promise to you. We undertake every element of our service to the best of our ability.

If you would like any more information or advice contact our experienced team on **01453 843 891** or email **[enquiries@manorprinting.co.uk](mailto:enquiries@manorprinting.co.uk)**



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## Communication

Our skilled team are on hand to answer enquiries from Monday to Friday between 8am and 6pm and may be contacted by calling 01453 843891 or emailing, [enquiries@manorprinting.co.uk](mailto:enquiries@manorprinting.co.uk)

## Privacy & Security

We treat your personal information with the strictest confidence, ensuring that details of your work in production is conveyed to you as our only authorised representative.

## Estimating

Written estimates for each project are provided within 24 hrs from receipt of your request. If your project incurs extra costs, you will be notified of these prior to the commencement of the additional work. Estimates include costs for delivery to one, specified address.

## Job Progress Enquiries

Our Management Information System (MIS) tracks all jobs from estimate to delivery. We provide accurate information about your job at every stage.

## Job Bags and Works Instructions

A Job Bag is created for every project. Our production process involves several people, so it's important your reference materials are accessible.

## Artwork Amendments

Proof amendment times are:

- PDF Proof - (same day)
- Digital or Colour Laser Proofs - (next working day, provided amends are received before 2pm).

## Artwork Proofs

Proofs are sent the day after receipt of artwork. This is subject to the following:

- Artwork is supplied by 11am in accordance with MPS specification and standard pagination
- Large jobs or non-standard pagination by request
- Digital or Colour Laser proofs will be supplied within two working days depending upon receipt of artwork

## Litho delivery from Sign-Off

Delivery is made four days from sign-off, subject to the complexity of finishing and in accordance with European Delivery Destinations and customer deadlines.

## Digital delivery from Sign-Off

Delivery is made 48 hours from sign-off, subject to the complexity of finishing and in accordance with European Delivery Destinations and customer deadlines.

## Complaints

We do not receive many complaints. Our policy however, is to acknowledge any complaints within 48 hours and provide a written response within five working days. If you are not happy with any aspect of your printed material, please feel free to write to our Customer Service Administrator:

Customer Service Administrator  
Manor Printing Services (Wotton) Limited  
The Abbey Business Park  
Charfield Road  
Kingswood  
Wotton-under-Edge  
GL12 8RL



Manor Printing Services (Wotton) Limited

t 01453 843891 f 01453 843582 e [enquiries@manorprinting.co.uk](mailto:enquiries@manorprinting.co.uk)

[www.manorprinting.co.uk](http://www.manorprinting.co.uk)

