

CUSTOMER SERVICE PLEDGE

1. Professional Advice and Understanding

Our team are experts in their field and product specialists to provide well informed guidance and hire advice.

2. Value

We maintain competitive pricing and provide a comprehensive service that adds value to your project.

3. Customer Service

We deliver a customer focussed service, from the point of enquiry through to the point of return through all customer transactions.

4. Communication

We deliver accurate, reliable, timely information and updates as required, ensuring our team is fully briefed and so are you.

5. Quality

We maintain strict quality standards in everything we do – providing high-spec equipment that is rigorously maintained and managed.

6. Listen

We quickly work to resolve any issues that arise, understanding the problem and remedying it effectively. We also welcome feedback and are always looking for ways to improve what we do.

7. Trust

We develop long-term partnerships with our customers and strive to consistently provide a service that can be counted on.