



A Very Special Package

Our top 10 commitments to our customer

1

£200K Free stock & 6 Months Free Credit

For customers using our stock requisition system (SRS). We will hold up to £200K of film for call off at any time up to 6 months. This system gives customers up to 6 months free credit.



2

100% O.T.I.F. Delivery Guarantee

For customers using our "Stock Requisition System" (SRS). We will guarantee 100% of all deliveries "On Time In Full" (O.T.I.F.). Should we fail to meet this commitment, we will rebate 20% of the order value.



3

100% Quality Guarantee

We will provide full pre-press technical support including a print technologist at every "first off" print run. All subsequent prints are matched to "first off". This guarantees customers 100% print quality compliance, first time, every time.



4

Customer Technical Training Workshops

We will provide free technical training workshops in both film and print technology for customers staff. We will subsequently provide delegates with regular updates of new developments in these areas. This service ensures our customers are using the latest film & print technology suitable for their applications.



5

In-house Customer Company Audits

We will provide free technical audits for customers' packaging lines including pack designs, forming, machine type and running speed, film utilisation, end of line and transit packaging. These audits are undertaken by a packaging engineer and packaging technologist and ensure our customers are kept aware of the latest developments.





6

Mutual Capital Investment

Where appropriate we will invest capital in packaging lines with our customers to enable them to utilise the latest developments in film and packaging technology. This mutual investment is undertaken as an integral part of a longer term supply agreement.



7

Free P.R.

Where appropriate we will provide a free P.R. service to customers including photography, storyline and inserts into the appropriate trade magazines. This service can be provided independently or in conjunction with the customers in-house marketing team.



8

One Fixed Price

Where appropriate we will provide one price to cover a full range of SKU's including those with variable and intermittent print volumes. Once agreed the price can be fixed to either 6 or 12 months. This benefit enables customers to have security of supply, over varying volumes at a fixed price.



9

Customer Champion

Where appropriate, the customer will have a designated customer champion who will not only administer and manage every stage of the supply process, but also visit the customer at regular intervals to both understand and become an integral part of the customers team.



10

Should Problems Occur (24 hour support).

Should any film, print or supply problems occur, we undertake to have the appropriate person to help fix the problem at the customer's site within 24 hours. This service ensures any customer with a problem gets our immediate attention. NB. The mobile number of each director is on all company business cards.

