

LIKE MOST BUSINESSES, WE KNOW THAT OUR SUCCESS LIES IN DELIVERING EXCELLENT SERVICE TO YOU, OUR CUSTOMER. OUR CUSTOMER SERVICE CHARTER SETS OUT OUR COMMITMENT TO PROVIDE YOU, WITH THE SERVICE YOU CAN EXPECT. AT RYCO GROUP, WE HAVE THE NEEDS OF YOUR BUSINESS AT THE FOREFRONT OF EVERYTHING WE DO.

We're committed to:

- Providing a range of methods for you to choose when contacting us
- Delivering prompt, honest and courteous service
- Listening and responding to your needs in a timely manner
- Working with you to provide the best solution
- Demonstrating technical and professional competence in providing advice
- Keeping you informed on the status of your enquiry where applicable
- Respecting your privacy and protecting your information

Our Customer Service Principles

Responsiveness:

- We will respond to your enquiries through our phone, web enquiries and live chat services.
- We aim to respond to phone enquiries within 10 minutes
- We aim to respond to emails by close of business that day
- We aim to respond to live web chats, available on our websites, within 3 minutes

Quality Service:

- Our people understand your issues because of their extensive experience and market knowledge in our business.
- We aim to tailor our response to your needs.

We protect your personal information:

- We have systems in place to ensure that we protect your confidential information. We respect your personal information and treat it with upmost security.
- We handle all your information in accordance with the Privacy Act, 1988. rycofilters.com.au/help/privacy/ or ryco.co.nz/help/privacy/

Transparency

- We are open and transparent about our processes
- We aim to provide consistent and clear information across our communication channels
- We will give you access to your personal information if you request it

Professionalism

- Our business dealings with you will be conducted with integrity and honesty
- Our people will focus on helping you find solutions
- Every customer is treated equally
- Our people will be accountable in their dealings with you

AUSTRALIA

RYCO Group Pty Ltd
29 Taras Avenue, Altona North
Victoria 3025 Australia
www.rycofilters.com.au

NEW ZEALAND

RYCO Group
626A Rosebank Road Avondale
Auckland, New Zealand
www.ryco.co.nz

If you use our online services you can expect:

- The website to be easy to use, with intuitive navigations and customised content so you can find what you need
- You can access our information using any device, any time
- If you sign up to receive our information, to always have the option to unsubscribe

If you call our toll-free number you can expect:

- To be able to contact our support service centre between 8am to 5pm nationally from Monday to Friday
- Our staff to be experienced and knowledgeable

To allow us to help, we expect you will:

- Give us information that is timely, accurate and complete to the best of your knowledge
- Take the time to understand your obligations and aim to fulfil them
- Provide us with honest and constructive feedback on our service
- Contact us if we have made an error or acted inappropriately and wish to make a complaint

Our Values

In our dealings with you we will be professional and understanding. We commit to our staff individually and collectively upholding the Ryco Group business values:

- * Safety first
- * A professional team
- * High performance culture
- * Innovative products & services
- * Absolute Integrity
- * Respect, always
- * Sense of urgency

We value your opinion:

Feedback includes compliments, complaints and suggestions, or any information on our business product, service or performance. You can provide feedback using our online feedback form - (AUS) rycofilters.com.au/contact or by calling us on 1800 804 541. (NZ) ryco.co.nz/contact or by calling 0800 838 222. Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.

Making a complaint will not affect your relationship with us. All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice.

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