









"It's Personal"

Customer Care Charter




Nightfreight Customer Care is all about strong relationships with our Customers.

It is important to us that you are happy with the service you receive, that is why Nightfreight have local experienced teams dedicated to delivering excellent Customer Care.

We will endeavour to:

-  Provide local contact between 8:00am – 6:00pm Monday – Friday
-  Answer the telephone within 3 rings
-  Provide a verbal **Proof Of Delivery** for all premium deliveries *
-  Provide an Online copy **Proof Of Delivery** by 9:00am the following day
-  Update all customers within one hour of the original call being received
-  Deal with invoice Concerns within one day

We will have:

-  Local Management empowered to take decisive action
-  Have local knowledge of our Customers' products
-  Full Customer consignment history recorded

All Nightfreight Employees are committed to providing all our customer with excellent Customer Care

We will call you periodically to discuss our service levels; however we welcome your feedback at any time.

www.nightfreight.co.uk

(* upon request)