

## **Our Customer Satisfaction Policy**

We will strive at all times to exceed expectations, in the quality of our products and services and in our level of customer care.

We will always respect confidentiality before, during and after all projects.

We always ensure that our clients' expectations are realistic, achievable and clearly understood by both parties, from the outset.

While we ultimately defer to clients' wishes and objectives, as consultants we will offer best advice at all times, supporting and explaining our stance as necessary!

Van Martin personally delivers all client services and does not pass clients' accounts to office juniors. We do not seek the expertise of our associates without the full approval of our clients.

We are always available to clients around the clock on any day of the week, for any reason whatsoever.

We make every attempt to respond to voicemails, texts and e-mails as soon as we receive them.

Where appropriate (particularly in DVD production) we operate a system of 'sign offs' at regular stages. This ensures that there is no need for unexpected changes later in the process, keeping costs to a minimum.

While we always aim to provide a realistic schedule, we are not clock-watchers and will schedule our time to ensure that an agreed task is completed to an agreed time.

We aim to ensure that our clients fully understand what we may need from them in the way of support, information, material, or resources.

We always seek, and will act upon, client feedback during and after a project.

July 2008