



## **CUSTOMER SERVICE POLICY**

### **KEENSELL VENTURES LIMITED CUSTOMER SERVICE POLICY**

Our company is committed to providing its customers with quality products and services that are beyond their expectations and this is our long-term goal as a company. In this endeavor we have put in place the following measures:

#### **Product or service overview.**

Our products and services entail construction, general supplies, freight and logistics.

#### **Communication and Timelines**

We strive to make sure that while signing contracts with our customers or getting into business with another party we have communicated on issues to do with the timespan within which we deliver goods and services after receiving a local purchase/ service order from our customers.

In addition, we also notify our clients of the return policies put in place in case of defective goods, warranties, due dates for payments and also the acceptable modes of payments within our company.

#### **Follow up**

Once we have offered goods and services to a client we also make sure to provide the client with a name, phone number and an email address of the person who can be contacted for consultation or help on any issues that could have come up after the business transaction.

#### **Complaints**

Our company is keen to follow up on any complaints that are launched by the client and in this we first seek to identify the problem and its cause and understand all important points of concern from the client.



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Secondly, we ask for solutions that the client thinks could be put in place and from the proposals brought forward we are able to come to a middle-ground that favors both the client and the company.

Thirdly, the corrective measures are put in place and after the rectification of the issue at hand we seek to know whether the customer was satisfied with how everything was handled as feedback is an essential aspect of running business. With this, we are then able to issue an apology to our customers and offer compensation for any inconvenience that could have come up from the launched complaint.

### **Client retention**

Relationships fostered with our clients are a crucial part of our company and as a result we endeavor to have constant contact with our clients after provision of goods and services to ascertain that they were satisfied with conducting business with us.

### **Employee Training on Customer Service**

As an organization we work hand in hand with our employees to ensure that they are trained on customers service so as to understand that customer satisfaction is a key pillar in this company and that we don't compromise on the quality of goods and services we provide to our customers.

Josiah M. Kyambati

Chief Executive Officer.