



## Service Level Agreement (SLA) for Customer Service – [www.fledglings.org.uk](http://www.fledglings.org.uk)

### 1. Introduction

This Service Level Agreement (SLA) outlines the agreed-upon standards and expectations for customer service provided by Contact trading as Fledglings. The purpose of this SLA is to ensure a high level of customer satisfaction and to define the responsibilities of both Fledglings and its customers. This SLA is applicable to all customers using our ecommerce platform.

### 2. Support Channels and Availability

#### 2.1. Customer Service Channels:

- **Email Support:** [fledglings@contact.org.uk](mailto:fledglings@contact.org.uk)
- **Phone Support:** 0203 319 9882

#### 2.2. Support Availability:

- Customer service support will be available Monday to Friday 9.30am-4.00pm via email and Monday to Friday 10am-3pm on the phone.

### 3. Initial Response Time

#### 3.1. Email Support:

- We aim to respond to all customer inquiries received via email within 24 hours of receipt during regular business days.

#### 3.2. Phone Support:

- Customers can reach our support team via phone during business hours (Monday to Friday 10am-3pm). We aim to answer all calls promptly and prioritize urgent issues.

### 4 Issue Resolution Time

#### 4.1. The time to resolve an issue depends on its complexity and severity.

- **Stock enquiries:** We aim to have an answer about estimated arrival times within 24 hours of receipt during regular business days.
- **Delivery enquiries:** If the item ordered has been shipped directly from our warehouse, we aim to have an answer about estimated arrival times within 24 hours of receipt during regular business days.
- If the item ordered has been shipped directly from one of our suppliers, we aim to have an answer within 48 hours of receipt during regular business days.
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- **Technical Issues:** If a customer is having an issue ordering online, we will offer to call and take the order over the phone within 24 hours of receipt during regular business days.
- **Product Queries:** We aim to answer any product queries within 48 hours of receipt during regular business days.
- **Returns:** We aim to refund any orders within 48 hours of receipt of the products during regular business days. [Our returns policy](#).
- **Faulty items:** We aim to investigate any faults within 5 business days of being notified. We will work with our suppliers to resolve the situation as quickly as possible.
- **Platform issues:** We use Shopify as our platform and their uptime is 99%, if there is an issue that impacts a significant number of users, they will aim to resolve it as a matter of urgency.

## 5. Escalation Procedures

- If a customer feels that their issue is not being adequately addressed, they can request escalation to a higher level of support. The escalation procedure is as follows:
- If the customer service administrator cannot resolve the issue it will be passed to the Head of Fledglings.

## 6. Customer Responsibilities

Customers are expected to provide accurate and complete information when contacting customer service. They should cooperate with the support team to facilitate issue resolution.

## 7. Amendments to the SLA

Fledglings reserves the right to amend this SLA with prior notice to customers. Amendments will be communicated via email or website notifications.

By using our ecommerce platform and accessing our customer service channels, customers agree to adhere to the terms outlined in this SLA.

Signed:

*L Spann*

Lisa Spann

Head of Fledglings

July 2023