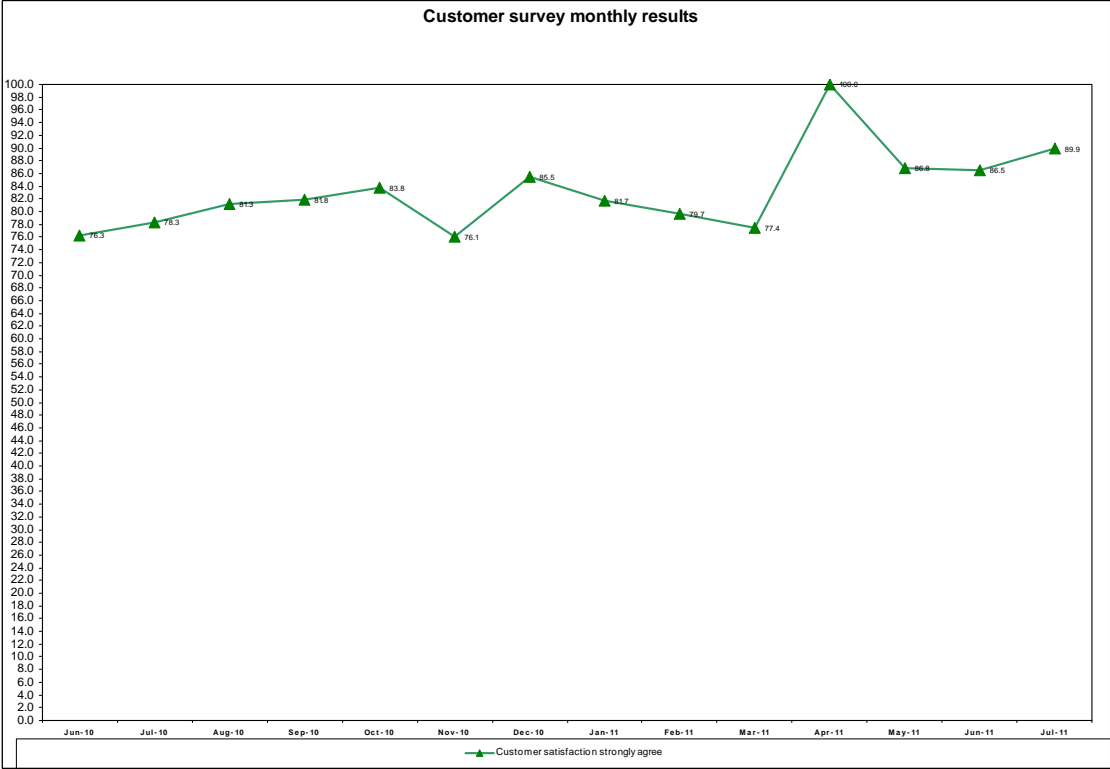


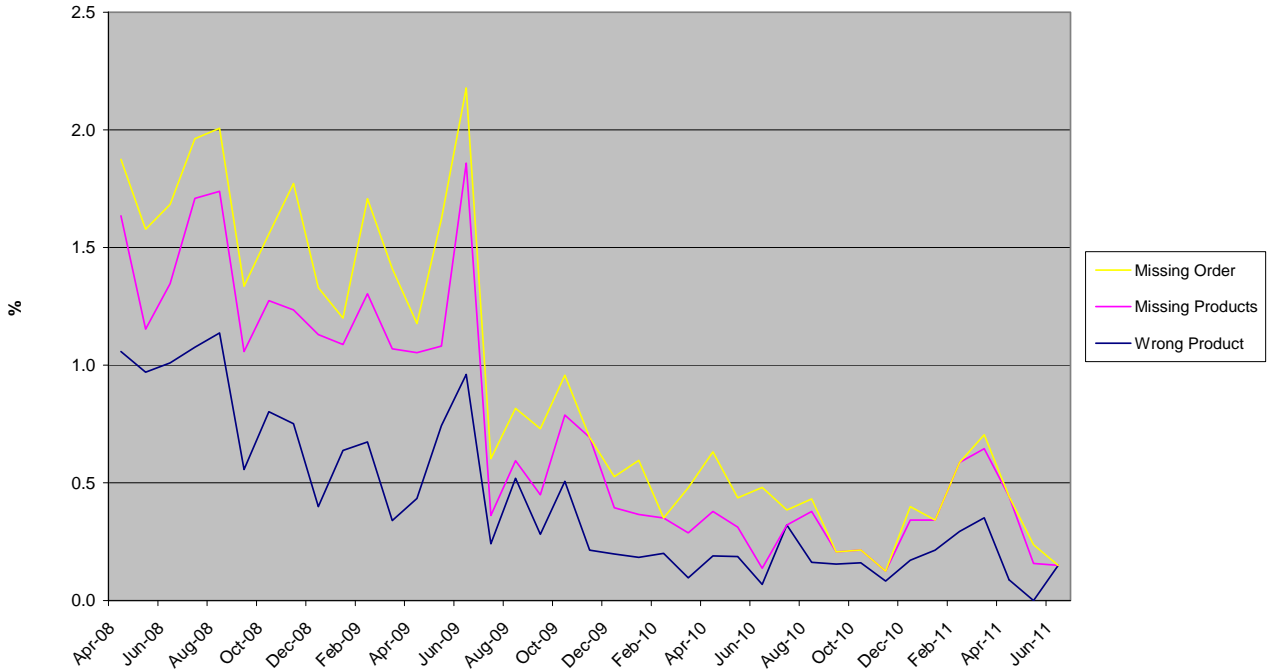
How we deliver the best customer care

Safelincs is committed to customer care. Over 90% of customers **strongly** agree that they are satisfied customers. And over **99%** agree or strongly agree that they are satisfied customers!



We commit ourselves in writing to customer care standards and communicates these standards to our customers and to all our staff. This includes a price guarantee, an extremely customer friendly returns process, which also offers twice the legal returns period, next day delivery service, our free replacement after fire service and our extremely high supply precision.

Cumulated % Warehouse Shipping Errors



To measure customer satisfaction, our customers receive a questionnaire asking them to rate eg our products, our helpfulness, shipping quality and to indicate areas of improvement. The results of the survey are viewed and acted upon on a daily basis. Any negative comments are immediately followed up to achieve a positive solution for the customer.

Users										General										Contents										Tax/Shipping										Logs										Pages/Emails										Import/Export										Installers																																																											
Newsletter										Customers										Checkout										Reports										Orders										Features										Logout																																																																					
Reports Menu General Options Reports Summary Clear Report Data Customer Surveys Reviews Send Customer Surveys										Nothing: all good. Thanks! Order: 164069 Replied: 28 January 2011 22:25 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>										On this occosion nothing. . I was impressed with the packaging which was obviously recycled material. Order: 164076 Replied: 28 January 2011 10:43 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>										a good service Order: 164032 Replied: 27 January 2011 12:01 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>										I was unaware that the smoke detector had 2 batteries so only ordered one long life lithium battery Order: 163900 Replied: 26 January 2011 22:06 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>										NOYING - THE SERVICE WAS EXCELLENT, MANY THANKS Order: 163972 Replied: 26 January 2011 21:29 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>										I FOUND THE WEB SITE STRAIGHT FORWARD AND EASY TO USE. WOULD USE YOU AGAIN . Order: 164012 Replied: 26 January 2011 16:36 View Survey Response										<input type="checkbox"/> Completed? Follow-up Notes: <input type="text"/> Reply to Customer: <input type="text"/> <input type="button" value="Save"/>									

Select Report

- Product Popularity
- Section Popularity
- Abandoned Cart Products
- Search Statistics
- Total Orders
- Ordered Products
- New Customer Accounts
- Top Companies
- Top Individuals
- Top Referrers

Select Range

From: 01 | 05 | 2011

To: 13 | 05 | 2011

Group By: Month

Sort By: Value

Limit Result Lines: 10

On top of this our customer service team holds weekly customer care reviews, where we discuss all comments from our customer survey collected over the last week. Longer lasting solutions are discussed in this meeting. Customer comments are displayed on the website

Firefox Safelincs Intranet What our customers say about us

http://www.safelincs.co.uk/pages/customer_comments.html

Contact Us Terms & Conditions About Us Blog FAQs Links Forum Site Map Log In INTERNATIONAL SITES

Safelincs Fire Safety Products 0800 612 2946

Your Basket has 0 items
Order Weight: 0kg
Goods Total: £0.00 ex VAT

Home Smoke Alarms Fire Extinguishers Dorgard and other Fire Door Retainers Fire Doors and Fire Door Accessories Fire Exit Equipment Fireproof Safes Emergency Lighting Fire Escape Ladders Carbon Monoxide Detectors Special Offers Evacuation Devices Passive Fire Protection Anti - Arson Letterboxes

Home > What our customers say about us

What do our customers say we can do better?

“ Not a lot. ”
Thursday 28th July 2011

“ no ”
Thursday 28th July 2011

“ i could not have asked for better servicemy telephone query was dealt with in a friendly and helpful manner and ordering and delivery were top class...now i just have to fit them ”
Wednesday 27th July 2011

“ This is my first purchase from safelincs, but certainly my initial impression is of a company which is on the ball and, consequently, it demonstrates to me that the customer is paramount in the order of priority. Just for your information, I have had a fire blanket for years although I've occasionally thought I ought to have an extinguisher and, in fact, at one time learnt by heart which kind of extinguisher was suitable for which kind of fire. But time goes by, etc. etc. Then a friend of

Delivery Charges From £3.33 ex VAT

View Delivery Charges Delivery Calculator

Google Seller Rating
★★★★★ 4.8 / 5
Based on 89 reviews
View all reviews

Directgov .sch.uk NHS ac.uk .gov.uk feedback

Our customers can review the products they have bought from us. These reviews are published on our website and discussed at the weekly customer survey meetings and have lead to many product improvements.

Firefox Safelincs Intranet Honeywell 2011 Fire Document Box For Paper Protection (A5)

http://www.safelincs.co.uk/Honeywell-2011-Fire-Documnt-Box-For-Paper-Protection-A5/

Smoke Alarms Fire Extinguishers Dorgard and other Fire Door Retainers Fire Doors and Fire Door Accessories Fire Exit Equipment Fireproof Safes Fireproof Boxes Fire Safes for Paper Fire Data Safes for Digital Media Fire Safes for Digital and Magnetic Media Fireproof Filing Cabinets Security Safes Overview Emergency Lighting Fire Escape Ladders Carbon Monoxide Detectors Special Offers Evacuation Devices Passive Fire Protection Anti - Arson Letterboxes Fire Escape Hoods and Fire Escape Masks

Honeywell 2011 Fire Document Box For Paper Protection (A5)

★★★★★
23 customer reviews

Our Price : £22.49 ex VAT
(£26.99 inc VAT)
Show prices and availability

Quantity 1 ADD TO BASKET

On all orders containing this product
View Delivery Charges Delivery Calculator

Product Overview 02/MAY/2011 08:05AM Reviewed by: J N ★★★★★

Pricing & Availability 26/APR/2011 09:04AM Reviewed by: B S [Not rated]

Technical Data We have just received the fireproof box. It certainly looks the business!

Contact Our Specialist 05/APR/2011 02:04AM Reviewed by: D G ★★★★★

FAQs 26/MAR/2011 08:03AM Reviewed by: V C ★★★★★

Customer Reviews Just what I needed. Was larger inside than I first imagined so better than expected. Very please with it.

19/MAR/2011 12:03PM Reviewed by: J M ★★★★★

Show all reviews...

feedback

We hold monthly quality reviews enabling us to address any supplier quality issues. Quality problems proactively avoided achieve a high customer satisfaction.

We have launched a new page review system giving our customers the option to notify us of any issues specific to individual web pages.



To achieve the highest shipping precision, we use a quality barcode scanning system. Products are also age controlled to ensure that our customers only receive products with a full lifespan. We have tight stock control and implement a first in first out procedure. We carry out regular stock takes to ensure that our stock levels displayed on the website are as accurate as possible.

Our achievements

Our largest achievement is that our customers come back to us and also recommend us. 23% of customers are repeat customers or have been recommended.

We are also proud about our free services that we provide, for example a free reminder service, regardless if you have made a purchase from us or not, to remind customers to test smoke alarms or other fire safety equipment. This service is endorsed by the government's Fire Kills campaign.

We have won many large tenders one of which for the supply of 129,000 Co alarms to the residents of Kirklees over a period of three years. We have also won the tender to supply the Catholic Church Market Place, a purchase portal, supplying potentially to over 7000 Catholic organisations.

How we differ from others

Safelincs is pro-active and our customer service is ingrained in the company fabric. We do everything onsite including web design and development. This means that issues raised in the customer survey or product reviews can be resolved quickly, often the same day.