

Customer service charter

This charter lists the commitments undertaken by TAVLIT in order to meet and surpass Customers' expectations.

Customer service in TAVLIT derives from an Holistic approach to full care of the relationship with the Customer.

We promise:

- To provide professional, efficient, speedy, reliable and courteous service.
- To respond to customer's queries within 2 working days or update on status and estimated final response time.
- To understand customer's expectations and work towards fulfilling them in the most effective manner.
- To go above and beyond to meet the customer's requested supply dates.
- To provide high quality products, meeting international standards and using advanced quality management systems.
- To offer professional technical support regarding customer's applications.
- To make available comprehensive and reliable technical information conforming to industry best practices.
- To take part in innovation and offer latest technology in our field.
- To continuously scrutinize our activities in order to improve ourselves always offer an excellent service.