

CUSTOMER SERVICE POLICY

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1) SCOPE

This policy applies to all interactions between staff and customers of **TechnoCop Security Solutions**. It deals with expected standards of service when responding to customers in person, via telephone, email, web chat, social media or written correspondence. The policy also applies to Customer Requests via company's resolutions. This policy does not set service standards for internal interactions between Units within organization.

2) PURPOSE

This Policy has been developed to support Company's commitment to customer service - The Policy will also help staff respond to customers in a manner consistent with Company's purpose of delivering our service promise, and promote a high level of customer service and community focus.

3) POLICY

3.1) The Customer Service Policy shows the realization of Company's Vision and Values

Our Vision

To be recognized as the best in the business and to hold a high reputation for delivering quality work and products that is unbeatable in our field. The team at TechnoCop is dedicated to provide up to the minute technology with unbeatable service to maintain a great relationship with our customers.

Our Values

Being proactive and constantly improving in all areas of the business, we are striving to be the most respected Brand in the industry. Delivering a high level crafted product and service to all our customers no matter the size and by always keeping a professional manner with customers and prospective clients. We believe in doing it right and we stand by this in every way.

SERVICE POLICY:-

Service level standards will be set for common Customer Requests. The standards are guided by the principles of the Customer Service Charter and this Policy. We will use these standards to measure our service performance.

CCTV SURVEILLANCE SERVICE POLICY

PRODUCT	CCTV SURVEILLANCE	AREA	CUSTOMER SERVICE	POLICY NO	TSS-POL-CC-2019
DATE OF COMMENCEMENT	2019	APPROVAL AUTHORITY	COMPANY	VALIDATION FOR	2+1 YEAR
					2 YEAR REPLACEMENT GUARANTEE
					1 YEAR SERVICE WARRANTY
SERVICE MANAGER	TECHNOCOP SECURITY SOLUTIONS	*The above mentioned policy may change without any prior intimation			

POLICY:- We are providing 2+1 years of warranty to our customers. For CCTV SURVEILLANCE products TechnoCop Security Solutions is providing 2 years of product replacement guarantee and 1 year service warranty. If customers are facing any technical issues or if the product is not working then we will replace the product with new one within 2 years, after 2 years we will providing another 1 year of service warranty. In this service warranty period we will not replace the product.

CAUTION:- This warranty is not valid for Physical or Electrical damaged products.

GPS SYSTEM SERVICE POLICY

PRODUCT	GPS SYSTEM	AREA	CUSTOMER SERVICE	POLICY NO	TSS-POL-GPS-2019
DATE OF COMMENCEMENT	2019	APPROVAL AUTHORITY	COMPANY	VALIDATION FOR	2+1 YEAR
					2 YEAR REPLACEMENT GUARANTEE
					1 YEAR SERVICE WARRANTY
SERVICE MANAGER	TECHNOCOP SECURITY SOLUTIONS	*The above mentioned policy may change without any prior intimation			

POLICY-: We are providing 2+1 years of warranty to our customers. For GPS TRACKING products TechnoCop Security Solutions is providing 2 years of product replacement guarantee and 1 year service warranty. If customers are facing any technical issues or if the product is not working then we will replace the product with new one within 2 years, after 2 years we will providing another 1 year of service warranty. In this service warranty period we will not replace the product.

CAUTION-: This warranty is not valid for Physical or Electrical damaged products.

MONITOR SERVICE POLICY

PRODUCT	MONITOR	AREA	CUSTOMER SERVICE	POLICY NO	TSS-POL-SMT-2019
DATE OF COMMENCEMENT	2019	APPROVAL AUTHORITY	COMPANY	VALIDATION FOR	1 year onsite warranty
SERVICE MANAGER	TECHNOCOP SECURITY SOLUTIONS	*The above mentioned policy may change without any prior intimation			

POLICY-: We are providing 1 year of onsite warranty to our customers. For MONITOR, TechnoCop Security Solutions is providing 1 year of onsite warranty. In this service period if the customer is facing any technical issues regarding the product after the installation then our service engineer will visit the site within 48 hours from the time of complaint and take care of the technical issues.

CAUTION-: This warranty is not valid for Physical or Electrical damaged products.

ACCESSORIES SERVICE POLICY

PRODUCT	ACCESSORIES	AREA	CUSTOMER SERVICE	POLICY NO	TSS-POL-ACC-2019
DATE OF COMMENCEMENT	2019	APPROVAL AUTHORITY	COMPANY	VALIDATION FOR	6 MONTHS REPLACEMENT WARRANTY
SERVICE MANAGER	TECHNOCOP SECURITY SOLUTIONS	*The above mentioned policy may change without any prior intimation			

POLICY:- We are providing 6 months of replacement warranty to our accessories. In this service period if any product's accessories are damaged or not working after the installation then we will replace those accessories. This service period is only valid for 6 months. After the 6 months we will not be responsible for those accessories.

CAUTION:- This warranty is not valid for Physical or Electrical damaged products.

We build on our strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes.

CUSTOMER FOCUS -: We communicate openly with our customers, are responsive to their needs and create new relationships as our company grows. We work as one team.

TEAMWORK:- We support the role of leadership, collaborate within and across our teams, build effective partnerships with colleagues and our community to achieve our goals.

INTEGRITY:- We deliver on promises, act ethically, take responsibility for our actions and speak up respectfully. Integrity is the foundation on which everything is based.

3.2) OUR SERVICE COMMITMENT TO OUR CUSTOMERS

To provide the best possible services to our customers by delivering on our promise and making it easy to do business with Company.

To deliver on the reasonable service expectations of our customers.

To guide customers and the organization in dealing with Customer Requests to ensure the highest possible level of service and commitment is achieved, by:

- Defining a 'Customer', 'Customer Request' and 'Service Request'.
- Establishing principles for handling Customer Requests
- Ensuring that customers and staff understand the level of service expected when handling Customer Requests.
- Providing transparency and accountability in service provision.

4) SERVICE PROCESS

CCTV, GPS & ACCESSORIES:

Step 1:

Within the first 2 years (Replacement Period) on realization of any manufacturing defects in any device the customer will take the product to the retail outlet from where it has been purchased and the same will be replaced with a new product of the same value and specifications. After 2 years (1 Year service period) on realization of any manufacturing defects in any device the customer will call Service Support Desk along with the customer details and all product details.

Step 2:

The Service Support Executive will register a complaint with all the issues and will guide to customer towards the nearest collection/service center.

Step 3:

The collection/service center will accept the material and will issue a service receipt.

Step 4:

After the completion of the successful service of the product the customer will be connected from the company's end for the collection of the product. The product can be collected from the collection/service center after paying all due or charges as will be applicable.

Step 5:

After the completion of the above stated points the customer will be asked for a feedback and the SIN will be treated as closed. In case the customer is not satisfied with the service provided then can further raise a complaint at support@technocop.in.

Monitors / TV:

Step 1:

On realization of any manufacturing defects in any device the customer will call Service Support Desk along with the customer details and all product details.

Step 2:

The Service Support Executive will register a complaint with all the issues and will generate a SIN (Service Identification Number) for further communication. A mail with the SIN will be sent to registered email id of the customer for further assistance.

Step 3:

From the date of SIN generation the customer will be assisted within 72hrs.

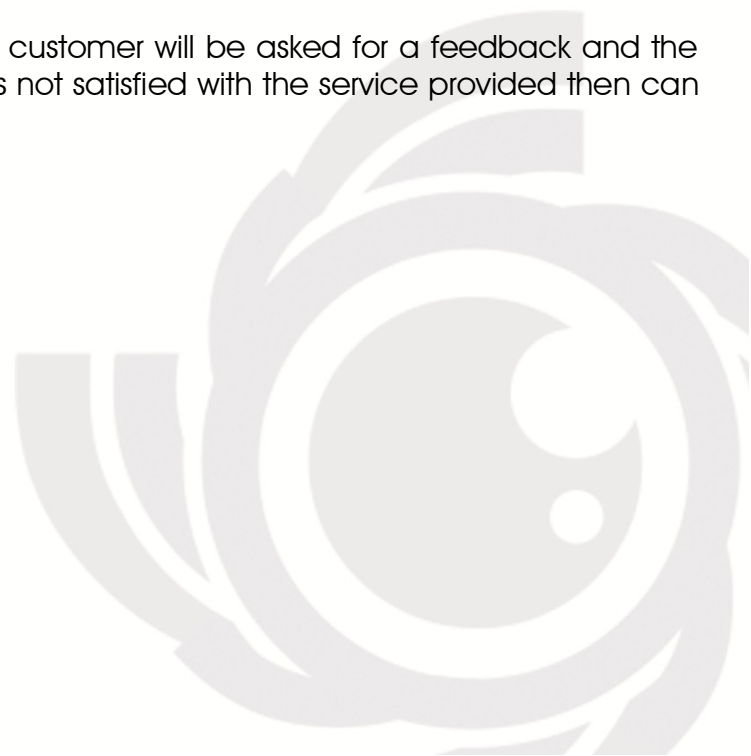
Step 4:

The Service Engineer will visit the site and will provide service accordingly and if it is found that the device is not serviceable than it will be replaced within another 72hrs.

Step 5:

After the completion of the above stated points the customer will be asked for a feedback and the SIN will be treated as closed. In case the customer is not satisfied with the service provided then can further raise a complaint at support@technocop.in.

Call Us at: **033 4067 2135**



5) INSTALLATION SUPPORT GUIDANCE

Product installation after sale is one of the most essential parts of a business. Technocop Security Solution is providing a superior support to our customers & channel partners. Our efficient technical team is available for 24x7 hrs support.

GUIDANCE FOR GPS:-

- After purchasing a product from any of our channel partner, customer need to visit any mechanic point
- Then they have to give a call to our support number regarding installation procedure.
- Our support team will guide the mechanic or the installation person that how to install a GPS device in a vehicle.
- Otherwise anybody can download the installation manual from our website downloadable section.
- If our customers or channel partners are facing any technical issues at the time of installation the support team will support them on video call or voice call (depends upon the mode of installation).
- Company can also provide a technical person on that particular location for taking care of installation but it depends upon the mode of business

GUIDANCE FOR CCTV:-

- After purchasing a product from any of our channel partner, customer needs to contact any installation person or installation service provider.
- Then they have to give a call to our support number regarding installation procedure.
- Otherwise anybody can download the installation manual from our website downloadable section.
- If our customers or channel partners are facing any technical issues at the time of installation the support team will support them on video call or voice call (depending upon the mode of installation).
- Company can also provide a technical person on that particular location for taking care of installation but it depends upon the mode of business.

GUIDANCE FOR MONITOR:-

- After purchasing the product from any of our channel partner customer need to contact any installation person or installation service provider.
- Then they have to give a call to our support number regarding installation procedure.
- Otherwise anybody can download the installation manual from our website downloadable section.

- If our customers or channel partners are facing any technical issues at the time of installation the support team will support them on video call or voice call (depending upon the mode of installation).
- Company can also provide a technical person on that particular location for taking care of installation but it depends upon the mode of business.
- Company can also send an installation person to the installation point on paid call basic

DECLARATION

In serving our customers we have set the following service standards

- Answer 80% of your calls within 20 seconds
- Resolve 85% of your enquiries at the first point of contact
- When you visit us, we will respond to 80% of your enquiries within 5 minutes
- Respond to Social Media enquiries within 48 hours. We will strive to provide timely responses or provide advice on how to officially lodge your enquiries with customer service
- When you write, fax or email us, we will acknowledge your correspondence within 3 business days of receipt and advise you of completion in 5 business days
- Deal with complaints as a priority, where the issue is complex, it may take up to 10 business days to resolve.

(Terms for damaged good returns will have to be communicated within 10 days from the date of receipt of damaged stocks. Failing to do so the company will not stand liable whatsoever for the same.)

(The above mentioned policies and support guidelines may change without any prior intimations, Warranty is not valid for physically and electrically damaged products)

