

Our promise to you

We want you to be happy and to make dealing with Gtech a quick and simple process, so we have put together the following charter.

- We always aim to answer all calls within 5 rings. If all our support team are busy, you can request a call back through our message service. One of our team will call you back within 8 working hours.
- If you email or write to us, we will always do our best to get back to you within 8 working hours of receiving your query.
- We are open 7 days a week, to offer technical support when you need it.
- We are always trying to improve the service we offer you, by making more support and information available on our website at www.gtechonline.co.uk
- If something goes wrong with your Gtech product, we will try to find a solution to your problem in the first instance.

Complaints and feedback

We want to hear what you think about your experience as a customer, good or bad, and we have a complaints and comments procedure so that you can do this.

You can tell us what you think by:

- **Phoning us** on: 01905 345 891
Our opening hours are: Monday – Friday 9.00am – 5.30pm
Saturday 10.00am – 4.00pm
- **Sending us an email** to: support@greytechnology.co.uk
- **Writing a letter** to our Customer Service Team Leader, Oleg Kent,
Grey Technology Ltd, Units 1 & 2 Cupola Court, Spetchley, Worcester WR5 1RL



Hannah Dix
Customer Service Manager