

Tu Pack's Service Level Commitments 2022

As part of our mission to give our clients the best possible service, we promise to achieve the following Service Level Commitments (SLC). Our adherence to these commitments will be reported on a monthly basis in our KPI reports.

Pick accuracy	We guarantee that 99.5% of orders will be picked accurately according to their barcodes.
Despatch times	All e-commerce orders received before 2 pm will be despatched the same day.
Inbound deliveries	<p>Stock received without specific booking and storing instructions will be checked and logged onto the Warehouse Management System within two (2) working days.</p> <p>Stock received with specific booking and storing instructions will be checked and logged onto the Warehouse Management System within three (3) working days.</p>
Stock accuracy	We guarantee that our Warehouse Management System will reflect stored stock with 99.5% accuracy.
Returns	Tu Pack will process all returns within three (3) working days of receipt of goods.
Communication	We will provide monthly reporting on order volumes, inbound deliveries and courier charges. Notice of issues or irregularities will be provided within 16 working hours.

Maintaining these levels of service will always be our priority, however, there may be instances outside of the control of Tu Pack that means we are unable to reach the SLC. This includes, but is not limited to:

- Courier delays (inbound and outbound)
- Problems that occur outside of the premises (where a courier loses a parcel etc)
- Inbound deliveries/ ASN's not compliant with our Inbound Policy
- An issue with our Warehouse Management System
- Queries not submitted using our Support Portal
- Incorrect labels and barcodes
- Incorrect data for products

If circumstances outside of our control prevent us from being able to meet our SLC's, we will try to mitigate any disruption but we will not be bound by our SLC's, nor will Clause 2.4 in the Terms and Conditions be applicable in this situation.

What we need from you:

All queries should be submitted to Tu Pack using the Support Portal. Using the Portal will help your query to be routed to the correct department, allow you to keep track of all of your requests and guarantee you the quickest response times possible. You can find a tutorial on how to get set up and start using the portal here:

<https://www.youtube.com/watch?v=HUt10L3RuvU&t=6s>

You will also be issued with a Client Handbook that has all of our current procedures and processes within it, this can also be found at this link [here](#).

It is of the utmost importance that everything outlined in this handbook is adhered to. This is to ensure that the team can action all tasks to be compliant with our SLC. All of the procedures are in place to ensure that our operations are as efficient as possible, these have helped us to develop our SLC figures and consistently meet them. If there is a deviation from these policies we will still endeavour to complete work but we cannot guarantee that it will be within our SLCs.

Our commitment to despatch orders placed before 2 pm (e-commerce) on the same day is dependent on the estimated order volumes provided by you in the quote. Our warehouse is staffed according to our brand's assumed activities, with which your price tariff was prepared. Therefore, if you foresee particularly high order volumes, for example during a sale or after a marketing campaign, then please give us at least 5 working days' notice of this so we can adequately prepare. We guarantee that same day despatch for orders received before 2 pm (e-commerce) up to 150% of your assumed activity. If your activity exceeds 150% of the initial assumption, and you do not notify us in advance, then we cannot guarantee that the order will be despatched the same day.