

The Pinz Promise

Our Customer Commitment

The Pinz team knows how important it is that our focus is on supporting you and your business. With this in mind we would like to share this commitment with you.

The Pinz Promise gives you confidence in your supplier and holds us accountable. It helps to reinforce that we will do what we say we are going to do, not just once or twice, but on a daily basis.

The Pinz Promise

We commit to providing our customers with the highest standard of service and quality products, within reasonable lead times. We promise to uphold this commitment and expect to be held accountable for our actions.

We further commit to developing this promise and to strive to achieve the highest levels of customer satisfaction, now and in the future.

Service

Service is the key!

- We promise to give you convenient access to customer service staff and decision makers to assist you in your inquiries
- We promise to treat you and your staff with respect and professionalism at all times
- We promise to respond to your inquiries, concerns or feedback in a timely manner
- We promise to assist you wherever possible to deliver the best possible goods and services to your customers

Quality

Quality products sell themselves and provide true value for money – for you and your customers!

- We promise never to compromise on quality
- We promise to continue to implement, review and improve quality control and assurance measures company wide

Lead Times

- We promise to work with you to help you manage and achieve the expectations of your customers
- We promise to deliver quality products within realistic, achievable and consistent lead times – regardless of time of year or season
- We promise to always try to assist you with quick turnaround time on special orders if that is what you need to satisfy your customer or to win a job

