

## MALLORY INTERNATIONAL MIL and MIE – Customer Service Level Agreement

### Service Overview

Mallory International, one of the UK's leading consolidators, offers a world-class level of customer service to educational institutions who value quality. Our dedicated team has been working together over the last 40 years and has gained a wealth of knowledge and experience during this time. We strive to understand your requirements inside and out, to tailor an elite support service specifically for your institution.

Mallory International's service comprises of the following elements:

- We will procure, receive, consolidate, and ship, all supplies requested and approved by your institution, to your preferred timeline, agreed by both parties.
- Our longstanding and positive relationships with educational publishers and suppliers allow us to pass on the best possible service and terms to our customers. We never ask suppliers for sole or exclusive agency for their products. Sole agency is just a conspiracy to raise prices, and we don't believe in it. We will sell you the products you want, at the best prices we can give.
- We pride ourselves in our commitment to the research stage of your quotation. We believe that getting this stage as accurate as possible will ensure the best level of supply when the order is confirmed and will enable our customer to make the most informed decisions.
- The internal system in our warehouses has been designed specifically for our business, allowing us to process orders from thousands of suppliers, and pack per the requirements of our customers to the highest standard, whilst also prioritising our environmental commitments.
- We have unrivalled expertise in troubleshooting and logistics having worked flexibly with institutions all over the world, enabling us to navigate complex customs procedures and a multitude of intricate requirements.

### What are the advantages of Mallory's service?

- Benefit from our competitive terms with publishers and suppliers.
- One designated point of contact from our experienced team who genuinely care about the quality of provision, and who understand the importance of a high level of communication. We build up a detailed overview of you and your requirements.
- The Mallory online portal offers a select-and-order tool which streamlines the whole procurement process.
- Mallory's one-stop-shop service has committed to a fully comprehensive provision of educational resources. We provide books, eBooks, digital platforms, classroom supplies, furniture, educational toys, and equipment. We also offer an extensive book processing service.
- Benefit from our longstanding network of shippers for sea, air, road, and courier options.
- We have multiple languages in-house and the facility to produce documentation accordingly.

- Our bespoke internal system means that we can adapt quickly to unusual requirements to a particular institution.

**Service standards – our commitment to you**

We will always work with your interests at heart. We will provide you with the best possible value for money. We will advise and support you whenever you need us.

- We will always strive to deliver an exceptional and quality service to all clients regardless of location, order content or purchase history.
- We are committed to providing professional and courteous customer service by keeping clients fully informed at every step of the process from initial order to final delivery.
- We will provide a dedicated member of staff responsible to oversee your account. Our customer service team have individual email addresses, and if temporarily absent from the business, emails will be forwarded to a designated cover in the sales team.
- We will endeavour to work around your time differences to the best of our ability.
- We will aim to respond to your email within the same day. If your email is sent late in the working day, you should receive a response by midday the following day (UK time).
- You can contact us by phone between 9.00 am and 17.00pm (UK time) Monday to Friday (except for UK Public Holidays). Our customer service team have individual phone extension numbers and can be contacted during these times.
- We will contact you to arrange a face-to-face or remote meeting once a year to discuss your experience and see if you have any further requirements.
- Additional support will be available when requested.
- You can be confident that all staff are fully trained to provide a high-level of research and to fulfil your orders to the highest standard.
- We will continue to develop new systems to improve what we can offer you and how we deliver it.
- We will use performance metrics to monitor the quality of our services. These include percentage of order fulfilment, actual versus expected shipping timelines, resolution times, and feedback surveys.
- Further information about our services is available on our websites; <https://www.malloryint.net> and <https://malloryforschools.com>
- You can register for our portal on <https://portal.malloryint.co.uk/sbm/login> You can create department lists here, as well as monitor the status of your order in detail once it has been processed.

**Supply Standards:**

- We will agree the supply schedule with the customer at point of order, depending on requirements.
- We aim to place orders with suppliers within one working day of receipt.
- Orders not received to expected time scales are chased to suppliers automatically.
- Live information on order status is available on our portal, and is updated at least daily.
- Reports on status are issued to agreed timescales. Actions are suggested where supply to the original time scale is impossible.
- Shipments are notified to the customer within one working day of dispatch.
- Goods in transit are monitored, and the customer alerted to any issues which arise from this process.



This document should be read in conjunction with the general terms and conditions available in document form or on our website <https://www.malloryint.net>