

# SLOUCHYZ.

## HOME SERVICE POLICY

### Slouchyz X Customer

#### Intent

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This Book a Home Service Policy formalises our commitment to providing the best possible service to our customers.

The aims of our Book a Home Service to Customer Service Policy are to:

- Make the Customer Easy in buying products and knowing us more.
- Make transactions easier for customers and clients
- Provide customers and clients with a consistent level of customer care
- Provide best design aesthetic experience
- Help achieve the vision, goal, and mission of our organisation.

#### Scope

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This policy and associated procedures apply to all Customers who Book a Home Service from Slouchyz via Call or Website based Booking.

#### Policy

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Slouchyz prioritises the effective service of customers and the respectful handling of customer on a one to one service experience

Slouchyz commits to the following principles and practices in customer service.

**Friendly, professional customer interactions**

**Accurate and consistent information about goods and services**

**Prompt and efficient services**

## Home Service Standards

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The following service standards apply when we process ahead on Book a Home Service option by our customer.

Charging Fees for Book a Home service in Emirates

- Dubai AED – 2000
- Abu Dhabi & Alain – 5000
- Ajman Sharjah & RAK – 2500
- Um Al Quwain & Fujairah 6000

Note: Above fees should be paid before the service & Once invoice is issued the amount will be deducted.

For the service we provide:

- No pictures are allowed to be taken only under permission of the Team.
- Abayas cannot be taken Away without assistance of the Team.
- Allow us 30min time extra to Arrive the destination from the appointment time booked, In case of Traffic Rush''

Customer Name :

Signature :

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