

Hampshire Genealogical Society [HGS]

Customer Care Policy [Sales]



Introduction:

Customer care is when companies or organisations treat their customers with respect and kindness and build a rapport with them. It's something that can - and should - be handled by everyone on the team. Within HGS, that means all volunteers who interact with our own members, or members of the public, whether it be in person or via phone, email, chat, or social media interactions.

Our Policy:

The object of the Society is to promote the study of, and assist with, family history research. In so doing, our aim is to provide a professional service to all who wish to purchase our merchandise.

The Society is committed to treating all customers with respect and care, irrespective of whether or not they are members, and endeavours to respond to orders with speed, accuracy, accountability, quality, transparency and patience.

Our 'Terms and Conditions' are in a separate document, which is available on our website or can be requested in print form.

Customer Care Procedures following receipt of orders:

- Customers may purchase items through our own website shop at <https://www.hgs-familyhistory.com/shop> .
- Customers may also purchase via Genfair and Parish Chest. The order is forwarded to the email address sales@hgs-online.org.uk Dispatch is then verified using either the Genfair or Parish Chest website.
- Customers may purchase items in person at our Help Desk in HRO and pay in cash, by cheque or by card.
- Customers may purchase items in person from our Bookstall at Family History Fairs and other such events, paying either in cash or by card.
- Customers may also order items by post, paying by cheque.
- All orders are given a reference number.
- Customers with any queries regarding their order are asked to contact HGS via the following e-mail address sales@hgs-online.org.uk or telephone 07769 405195, quoting their Order Reference Number.

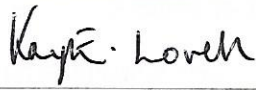
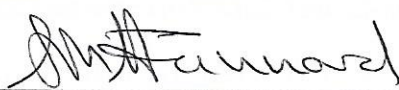
Hampshire Genealogical Society [HGS]

Customer Care Policy [Sales]

- An order through our website generates an automatic reply in acknowledgement.
- If an item is out of stock, the customer is informed and offered a refund if they do not wish to wait until the item becomes available.
- We will endeavour to deal with 'pdf' orders as soon as possible - but may take up to one week depending on availability of volunteers - and send to the customer via email.
- We endeavour to send out physical orders by post on a weekly basis from the HGS office, normally on a Tuesday, but any anticipated disruption to dispatch of orders are posted on the HGS website.
- When an email or website order is dispatched, a confirmation email is sent to the customer.
- Orders within the UK are shipped by Royal Mail 2nd class.
- Orders to overseas destinations are shipped by Air Mail.

Complaints Procedures:

- It is important that all customers feel able to raise concerns, knowing that they will be taken seriously, treated respectfully and in confidence.
- All complaints regarding sales will be investigated by the Office Manager.
- The Office Manager will compile a report of the complaint to pass to the Chairman together with a draft response. Following consultation, they will agree a way forward.
- Once dealt with, a summary of the complaint, its findings and outcome will be circulated to the Executive Committee and Research volunteers.
- The final report is to be filed with the expectation that there can be no repeat of the circumstances.

	Prepared by:	Approved by:
Signed:		
Print Name:	KAY E. LOVELL	SUSAN M. STANNARD
Position:	Vice - Chair	Office Manager
Date:	21 st November 2023	21 st November 2023