

Award-winning service. Real people. Real support.

Exceptional customer support is at the heart of everything we do



We're proud of our customer service awards

UKCCF Awards
Silver in Team Leader of the Year

UKCCF Awards
Gold in Best Customer Experience of the Year

UKCXA Awards
Gold in Best User Experience

UKCXA Awards
Bronze in Best Customer Experience Large Organisation

Engage Awards
Highly Commended in Best Customer Service Team

Service Level Agreement (SLA) performance

98% of customers received a first email response within 2 hours

10 seconds webchat wait time

50 seconds average call wait time

Human interaction
All have a human on the end, no chat-bots

Three easy ways to get in touch

Email
Up to 2 hours personal response

Quotes and orders
Account changes
Refunds
Product issues
Obscure queries

Phone
Instant personal response

Website use queries
Order queries
Product queries

Webchat
Instant personal response

Promap Website queries
Order queries
Product queries

