

# Teys Australia Pty Ltd Customer Feedback Policy

## Customer Feedback

At Teys Australia Pty Ltd (“Tey’s”), we strive to provide unparalleled products and services to meet your needs. Your feedback is important to us, it forms the basis of continuous improvement and we treat it with the sense of urgency it deserves.

To ensure your feedback is dealt with in a timely manner and to your satisfaction, we have dedicated staff responsible for following up your enquiry or complaint.

## How to provide feedback

We aim to make it easy for you to contact us and provide us feedback or make a complaint. You can contact us by visiting our website [www.teysaust.com.au](http://www.teysaust.com.au) or:

- Call 1300 673 694 and provide feedback or make a complaint
- Complete the online form
- Send an e-mail to [feedback@teysaust.com.au](mailto:feedback@teysaust.com.au)
- Send via post to Building 3, 2728 Logan Road, Eight Mile Plains, QLD 4113

## Process

You will be provided with a Reference Number at the time Teys receives your feedback. Please keep this number.

You can expect to receive a response within two (2) working days. Where your feedback includes a complaint, we may contact you if we require more information, or if the timeframe to resolve your complaint changes.

If your feedback or complaint concerns something which does not relate to our products and services, we will explain this to you and try to help you identify a course of action in order to address your issue.

To monitor the progress of your complaint you can contact us and you should quote your Reference Number.

We value your feedback. We will use this to continuously improve our business and our people to ensure we can provide the best possible products and service.

## Our Privacy Policy

At Teys, your privacy is very important to us, and we will handle your feedback or complaint in accordance with our Privacy Policy. You can access our Privacy Policy by visiting our website [www.teysaust.com.au](http://www.teysaust.com.au)