

Tu Pack's Service Level Commitments 2023

Tu Pack is committed to providing high-quality logistics services to our clients. We strive to maintain exceptional service levels as outlined in this Service Level Commitment (SLC) document. Our adherence to these commitments will be calculated and reported on a monthly basis in our KPI reports.

Pick accuracy	We guarantee that 99.50% of orders will be picked accurately according to their barcodes.
Despatch times	<p>All e-Commerce orders received before 14:00 (GMT) will be despatched the same working day.</p> <p>Gift and press orders will be despatched within 3 working days of receipt of complete order details and instructions.</p> <p>Wholesale orders will be dispatched within 10 business days of receipt of the complete order and packing instructions.</p>
Inbound deliveries	<p>Stock received with specific booking and storing instructions, as per our Inbound Policy, will be checked and logged onto the Warehouse Management System within three (3) working days.</p> <p>Stock received without specific booking and storing instructions, as per our Inbound Policy, will be checked and logged onto the Warehouse Management System within five (5) working days.</p>
Stock accuracy	We guarantee that our Warehouse Management System will reflect stored stock with 99.50% accuracy.
Returns	Tu Pack will process all returns within three (3) working days of receipt of goods.
Communication	Notice of issues or irregularities will be provided within 16 working hours.

In the following peak periods, our SLC will be extended by one working day:

- Black Friday (period running from Thursday before to the following Friday)
- Cyber Monday
- Boxing Day (from the 26th to the 28th December)
- New Year (from the 2nd to the 6th January)
- For the two working days following any UK national bank holiday
- In any periods that you enter into a sale or have a promotional offer

Tu Pack acknowledges that there are instances outside of our control that may prevent us from reaching the agreed SLC. These instances include, but are not limited to:

- *Courier Delays* (Inbound and Outbound): Delays caused by external courier services.
- *External Problems* (e.g., Lost Parcels): Issues occurring outside our premises, such as lost parcels during transit.
- *Inbound Deliveries/ASN Non-Compliance*: Non-compliance with our Inbound Policy regarding delivery and Advanced Shipping Notice (ASN) procedures.
- *Warehouse Management System Issues*: Technical problems or malfunctions with our Warehouse Management System.
- *Queries and Updates Not Submitted via Support Portal*: Failure to submit queries or updates through our designated Support Portal.
- *Incorrect Labels and Barcodes*: Errors in labelling or barcoding of products.
- *Incorrect Product Data*: Inaccurate information provided for products.

In the event that circumstances beyond Tu Pack's control prevent us from meeting our SLCs, we will make every effort to mitigate disruptions. However, during such instances, we will not be bound by the SLCs, and Clause 2.4 in the Terms and Conditions will not be applicable.

What we need from you

All queries must be submitted through Tu Pack's Support Portal. This ensures proper routing to the relevant department, allows tracking of requests, and guarantees the quickest response times. For assistance in using the portal, refer to our tutorial here: <https://www.youtube.com/watch?v=HUt10L3RuvU&t=6s>

Clients will receive a Client Handbook detailing our current procedures and processes. Adherence to these guidelines is crucial to enable the team to meet SLCs. Deviations from these policies may impact our ability to meet SLCs, although we will strive to complete the work. It is up to the Clients to review and keep up to date with the latest version of the Handbook, which can be found at this link [here](#).

Our commitment to despatch e-Commerce orders placed before 14:00 (GMT) on the same day is contingent upon the estimated order volumes provided by the Client in the Quote / Pricing Schedule. Our warehouse is staffed based on assumed activities, as reflected in the pricing tariff. If order volumes exceed 100% of the average order volume calculated monthly, we guarantee despatch on the next working day for all e-Commerce orders. Please let us know in advance if there are any changes to your forecasted order volumes.