



Customer Service Level Agreement for Nelson Thornes Electronic/Online

This is our commitment to you to address any queries and resolve any problems you may encounter when using Nelson Thornes electronic or online products. It explains how to contact us, what to expect in terms of a timely resolution and how we will communicate with you.

1.0 Description of Services and Support Level – Our Commitment to You

1.1 General Queries

If you have any general questions or queries about your order, please contact Customer Services on 01242 267287 or email cservices@nelsonthornes.com

1.2 Serious Faults and Problems

If you encounter faults or require technical support, contact our dedicated Technical Support team in one of the ways shown below in 2.1. Also, an FAQ section is available on our website, which may answer your question, [click here](#).

1.3 Details Required

To help speed up our response to you, please ensure that you have included the following information where relevant:

- School name and postcode
- Telephone number and/or email address
- Full name and position
- The name of the product and the issues you have been experiencing
- Preferred method of contact

We will then respond in accordance with the timeframe shown below and contact you via your preferred method of contact.

1.4 Timeframe

Upon communicating your query to us, you will initially receive an automated email acknowledgement, confirming that your query has been logged.

We will then respond to you **within 2 working days** to inform you whether your query has been fixed or needs further investigation.

Note: If we are not able to provide a quick resolution to your query (within the timeframe shown above), you will be kept regularly informed of the progression of the issue, dependent on the nature of your query.

2.0 Core Services

Our core service support level is between the hours of:

08.30 - 17.30 Monday to Thursday

08:30 - 17:00 Friday

Excluding UK Bank Holidays

2.1 Methods of Communication

If you encounter a technical fault or require support, please contact the dedicated Technical Support team in one of the following ways:

Telephone 01242 267383

Email kerboodle@nelsonthornes.com

In writing Technical Support, Nelson Thornes Ltd, Delta Place, 27 Bath Road, Cheltenham, GL53 7TH

3.0 Complaints procedure

If you are not satisfied with your proposed or issued resolution, or the procedures detailed above, please contact our Complaints Officer in writing to the email or postal address above