



AfriSam Aggregate Service Pledge

At AfriSam, we aim to provide our customers with the highest level of service and to set goals against which we can be measured in order to meet our customers' expectations.



Product consistency

- AfriSam manufactures products in ISO 9001 certified operations, in accordance with the relevant South African National standards, or as mutually agreed.
- Our products are tested in accordance with SANS and/or other nationally recognised test methods specified.
- Our laboratories operate in accordance with a quality management system in terms of our ISO 9001:2000 certification. Our test results are freely available on request.
- Our ISO certification ensures both internal and external audits are conducted frequently on both plants and systems.

Supply certainty

- We will deliver within 24 hours on acceptance of your order.
- We will deliver outside normal working hours, given 48 hours notice.
- Deliveries are finalised by 13h00 the afternoon prior to despatch and you will be notified in advance of any deviation to the service or product offering quoted.
- In the unlikely event of a breakdown on the day of despatch, we will respond with an agreed upon service recovery plan within one hour.

Telephonic communication

- We will maintain a world-class call centre to enable us to respond to any standard request effectively.
- All our call centre calls are monitored in order to improve our customer service levels.

Customer care

- The "Rules of the Game" are designed to set a framework around which both the customer and AfriSam may work effectively to maximise the efficiencies of all our businesses.
- AfriSam has a technically astute and well-equipped sales force, who are accessible to assist with product or pricing queries.
- AfriSam provides extensive product literature which is freely available on request.



Orders may be placed through the central ordering service:

Gauteng:	083 900 5666	(011) 670-5666
KwaZulu-Natal:	0800 313 151	(031) 460-9000
Western Cape:	0860 009 114	(021) 659-3100

customer.service@za.afrisam.com
www.afrisam.com