

CORPORATE CLIENT SERVICE POLICY (10/2012)

At **SOE** we recognise that client satisfaction is the key driver of our success. Therefore we have to ensure that all clients receive what they pay for and provide the best quality products and services, consistent to exact client needs. To maximise client value and focus we are committed to:

Reliable Prompt Service

Clients receive same day response on all queries during weekdays. (7:30am - 17:30pm GMT).

Service Quality

We ensure no discrimination between existing and potential clients in terms of service delivery.

Transparency on Fees and Quotations

All quotations are documented with fees due, terms WITHOUT any hidden costs. All unit products and service fees quoted are the same for all clients irrespective of client origin, purchasing or credit history. All Fees to the extent possible, are available on the web in relevant page along with details and if possible a sample of the product or service proposed.

Client Loyalty

Returning clients will always be served with priority and will be considered eligible for better client discounts in accordance with this policy.

Discounts on Quoted Fees / Released Prices on the web

All Clients are eligible for Discounts on quoted fees or prices released on the web in accordance with their cumulative purchasing record over the last 12 months and the following scheme:

- Clients with a purchasing record of less than 1,000 € are eligible for 5% discount
- Clients with a purchasing record between 1,000 € and 5,000 € are eligible for 10% discount
- Clients with a purchasing record of more than 5,000 € are eligible for 15% discount

Deliveries

Any information, drawings, manuals, CDs, etc. required for performance of the functions and activities of **SOE** must be made available in due time. All deliveries should be done to **SOE** Front Desk, the Client is responsible to arrange delivery to and receipt from **SOE** Office.

Inspection Audit or Meeting Notice

Advance notice of 24 hours is required in order to attend an inspection, audit or meeting with Client.

Termination of service delivery

SOE reserves the right to terminate services rendered to a Client in case of substandard client performance in accordance with **SOE**' Standard Terms and Conditions, available at www.SQEMARINE.com

Complaints

All client complaints will be analysed promptly and answered within the same or next business day.

Dependability

We strive to build long term relationships with all of our clients. If a client is not satisfied with any aspect of our pre sale, product sale, service delivery or after sale performance support we will be happy to hear from you and correct it.

Ethics

We believe in the products and services we provide. Therefore we conduct all business in an ethical and professional manner sensitive to human needs and social responsibilities.

For **SOE** Marine Group



Apostolos Belokas

Principal Consultant & CEO