



Customer Service Charter

Better health starts with better information.

Alere actively connects diagnostics and health management solutions, giving medical professionals and consumers the tools they need to make more informed healthcare choices and access the best possible care in the shortest time. An integral part of our business is the provision of excellent customer service and our commitment to this is outlined below:

General Enquiries

- All incoming enquiries are dealt with by our dedicated multi-skilled UK based Customer Care Team
 - ✓ Average ring time of 6 seconds for 99% of telephone calls
 - ✓ Less than 5% transfer rate on general enquiry calls
 - ✓ Email requests responded to within one working day

Orders

- 90% of orders received will be despatched for delivery within 2 working days
- Individual orders over £250 will be delivered free of charge (except those products with specialised delivery requirements)
- All orders no matter how small or large are delivered to you via a fully-tracked courier service
- Product/batch reservation service available on request

Product Support

- Dedicated UK based telephone Technical Support Team available 24 hours a day, 365 days a year
- All emails responded to within one working day
- Our Field Technical Support Team will use its best endeavours to be on-site within 1 working day of a laboratory instrument breakdown being reported
- If a laboratory instrument cannot be repaired on-site, we aim to supply a temporary replacement instrument within 2 working days
- If a point of care instrument cannot be repaired over the telephone, a replacement instrument will be despatched for delivery the next working day
- Comprehensive, CPD accredited customer training programmes are readily available

Customer Complaints

- Alere is committed to resolving any complaints, in a timely manner, to the customer's satisfaction

We are committed to:

- Always putting our customers first
- Listening carefully
- Responding to enquiries and requests promptly
- Identifying ourselves so that you have a named contact
- Being courteous and helpful
- Maintaining a professional manner
- Providing clear and accurate information
- Advising all relevant timescales
- Apologising if we make a mistake
- Continuously striving to improve or exceed our service standards