PARE Customer Service Charter

At PARE, we are committed to providing exceptional customer service to all our users. Our Support Team is dedicated to ensuring that your experience with our platform is positive, efficient and supportive. This Customer Service Charter outlines our commitment to you, our valued customers, and the standards you can expect from us.

Our Commitment:

1. **Accessibility:** We are here to assist you promptly and effectively. Our team is available during regular business hours to address your queries, concerns and feedback.
2. **Professionalism:** Our team consists of domain specialists who are knowledgeable about our platform and committed to providing accurate, helpful assistance. We adhere to the highest standards of professionalism in all our interactions with customers.
3. **Timeliness:** We understand the importance of timely support. We strive to respond to all customer enquiries and support tickets promptly and aim to resolve issues as efficiently as possible. For critical issues, we aim to respond within eight (8) working hours; we aim to provide non-critical tickets with an initial response within two (2) working days.
4. **Transparency:** We believe in open communication. We will keep you informed about the status of your queries and provide regular updates on the progress of any support requests.
5. **Respect:** We value each customer and treat everyone with respect, empathy and courtesy. We listen attentively to your concerns and work collaboratively to find solutions that meet your needs.

Your Responsibilities:

1. **Provide Clear Information:** To help us assist you efficiently, please provide clear and detailed information about your query or issue.
2. **Respectful Communication:** We expect all interactions to be conducted in a respectful and professional manner. We will not tolerate abusive or offensive behaviour towards our team members.
3. **Feedback:** Your feedback is invaluable to us. We encourage you to share your thoughts, suggestions and concerns with us, as it helps us improve our services.

Comments and Complaints:

We welcome your feedback, both positive and constructive, as it helps us improve our services. If you have any complaints or concerns about our customer service, please contact us directly by submitting a Support Ticket, and we will do our best to address them promptly and satisfactorily.

We are committed to providing you with the best possible customer service experience. If you have any questions or require assistance, please don't hesitate to contact our Support Team.

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