

## Eurofins CML Customer Certification Promise

Eurofins E&E CML Limited  
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### **The Eurofins CML Customer Promise for Product Approvals**

Experience has shown us that our clients generally want three things; certificates and reports on time, technical diligence and value for money. When any one of these is not delivered it affects the other. In order to deliver these, we strive to be responsive, competent, credible and innovative in everything we do. From responding to emails quickly, quoting accurately and speedily, maintain the right technical mix and number of staff, routinely monitoring project performance in terms of delivery times and coming up with novel solutions to project sticking points whether it is assisting with technical support or non-compliant products or being pragmatic about the red tape and not chasing the client for every penny.

#### **Our promise to you is:**

**Safety** – Product and process safety is our priority. We will never do anything to compromise this.

**On time completion** – We will provide you with a realistic completion date for your certification project which meets your time requirements.

**Approachable and responsive** – We will respond to enquiries within 1 day and provide a quote within 3 days. You can opt to receive weekly project updates and will have direct access to your project team.

**Technical compliance and support** – Throughout your project we will identify compliance issues early and work with you to resolve them. Within reason there will be no additional charges.

**Protect your information** – Your data security matters. We will always treat your information in the strictest of confidence.

**Feedback matters** – Good or bad, your feedback is always recorded, considered and acted upon.

**Value** – We actively seek to demonstrate our value to help you achieve success, whilst providing value for money