

Poundbury Systems Ltd Code of Practice

About Us

Poundbury Systems Ltd is a fast growing IT Services company based in West Dorset. Our core focus is aimed at the Business client and includes Broadband ADSL products, Voice over IP, Network Solutions, Hosting, desktop and server Managed Services.

Poundbury Systems Ltd is a company registered in England and Wales with Company Registration Number: 4245291

Registered Office:

Emeria House
71-73 Middlemarsh Street
Dorchester
Dorset DT1 3FD

VAT Registration Number: 785 0631 17

Customer Service

Poundbury Systems Ltd aims to provide and maintain a very high level of customer service. This Code of Practice details the procedure to lodge a complaint should you think that we have not reached the standards expected.

Terms and Conditions

All transactions are subject to our Terms and Conditions which can be found on our website at www.poundbury.com, we recommend that clients read through them carefully prior to sign up.



Acceptable Use Policy

Poundbury Systems offers an acceptable use policy for users of services provided which is shown on our website at www.poundbury.com

Compensation and Refunds

Any requests for compensation and refunds will be investigated and dealt with as individual cases and will depend on the level of service supplied and circumstances involving the request.

Pricing

Poundbury Systems Ltd standard pricing list is available on request by calling 01305 259849. Unless otherwise stated all prices are quoted excluding VAT.

Invoices are normally submitted on a monthly basis and payments are due in advance of services being delivered.

If payments are late or have been refused Poundbury Systems Ltd reserve the right to suspend or terminate services supplied.

Complaints

Customer Service is paramount to Poundbury Systems Ltd and any complaints will be dealt with immediately where possible. Please call with your issue on 01305 259849. If the sales or technical team are unable to resolve any complaints you have please write in full to:

Mrs Clare Jenkins
Poundbury Systems Ltd
Emeria House
71-73 Middlemarsh Street
Dorchester
Dorset
DT1 3FD



Any formal complaints received will be investigated and we will respond within 5 working days. Please include a brief explanation and any history surrounding your complaint to enable us to deal with it in a professional and prompt manner.

In the event that the investigation of the complaint takes more than 5 days we will keep you informed of our progress and any issues that may arise.

Alternative Complaint Resolution

If a satisfactory resolution to your complaint has not been reached after an eight week period and we write to you to say that the situation has reached a 'deadlock', you may refer your complaint to CISAS (Communications and Internet Services Adjudication Scheme) of which we are a member.

You can write to CISAS at:

CISAS

24 Angel Gate

City Road

London EC1V 2PT

Tel: 020 7520 3827

Fax: 020 7520 3829

Alternatively you can telephone them on the number listed above, email info@cisas.org.uk or visit their website at www.cisas.org.uk

Code of Practice

This code of practice can be viewed on our website at www.poundbury.com or is available on request free of charge to all Poundbury Systems Ltd customers by calling 01305 259849.

