

# Minelab Customer Care Charter

## Customer Care, *what we mean*

Minelab is committed to providing you, as a Minelab detectorist, with excellent Customer Care; by this we mean, your 'after purchase' experience with Minelab.

Our Customer Care Charter aims to communicate the standard we set in supporting you, the detectorist, and by which we measure ourselves. In the unlikely event you have an issue with our products or services after making a purchase, this charter describes what you should expect from us.

## Self Help, *there's lots of information*

Minelab detectors are easy enough to operate so you can get started detecting right out of the box. The detectors also offer a range of features and functions that can be customised to suit your preferences as your detecting experience grows. Whatever your level of expertise Minelab offers a range of resources freely available to support you. From learning the basics through to expert know how, we've got it covered.



Within our website you can visit our Knowledge Base for explanations of common detecting terms, Minelab's key technologies, frequently asked questions (plus their answers!) and much more. We also have an online community where you can pick up tips and tricks from our expert bloggers at Treasure Talk or through our videos. MinelabOwners TV (MLOTV) is also a great resource for anyone who seeks the latest in metal detecting insights and information. If you have a question that you can't find the answer to we would love to hear from you, so please contact us.

## Warranty and Repair, *when something does go wrong*

All Minelab detectors are engineered in Australia, manufactured to exacting standards in ISO 9001/2008 quality accredited facilities, and backed by a 3-year transferable warranty\*. If something does go wrong with your detector, you can rest assured our fully qualified service team is here to help you out. With Minelab service centres in the U.S. (Chicago), Australia (Adelaide), Ireland (Cork) and partner service centres in Russia, Sudan, Zimbabwe and South Africa, there is always someone available to offer you great support. If your detector requires a non-warranty repair, we will always advise you of the costs up front, so that you can make an informed decision before we start any work.

## Contact Us, *email, phone numbers and addresses*

With offices in Australia (Adelaide), the U.S. (Chicago), and Europe Ireland (Cork) and dealers and retailers in more than 60 countries worldwide, you are assured that there is someone available to provide you with local support. For the contact details of Minelab's regional offices see our contact us page. For the location of Minelab's worldwide dealers and retailers visit our where to buy page.



## Responsiveness, *Our commitment to you*

If you have need to contact us, we promise you a response. We endeavour to respond by:

- Answering the phone with a human voice during working hours by the third ring.
- Responding to queries which, if by email within 1 business day, and if by phone then directly on the first call.
- We aim for a product service turn-around time to be within 10 working days. (Turn-around being from the receipt of the faulty product, to the point when it has been repaired and is ready to be returned to you.)
- We will keep you advised, by letting you know when we have received the product for repair, and when the product is ready for shipping.

We want you to know that we do measure ourselves against our turn-around time and take actions to ensure we meet this turn-around time in at least 90% of repairs.

## Quality, *It's as important to us as it is to you*



Quality  
ISO 9001  
SAI GLOBAL

Minelab is proud to be an ISO9001:2008 certified company. ISO 9001 is an international quality management system designed to help ensure an organisation is meeting the needs of its customers. Third party certification bodies provide independent audits and confirmation that certified organisations meet the requirements of ISO 9001. ISO 9001 is the most widely used Management System Standard. It includes:

- Customer focus
- Business processes
- Continuous improvement
- Decision making based on data

## Minelab's Mission, Vision and Values, *We live by it*

Minelab's Mission, Vision and Values serve to guide us in everything we do. As a member of the Codan group of companies we are also guided by Codan's ideology.

### **Mission**

To create and deliver products of extraordinary technology and quality to suit your needs.

### **Vision**

To be recognised by you as having the *World's Best Metal Detection Technologies*.

### **Values:**

- We believe in communication and a strong customer focus.
- We work together to find innovative solutions that add value.
- We have integrity and respect for people.

### **Codan Ideology:**



#### **Core Purpose:**

To build a lasting innovative work community

#### **Core Values:**

- Doing it right
- Openness and integrity
- Respecting the dignity of individuals

#### **Core Outcomes:**

- Delighting customers with clever products and unsurpassed service
- Delivering value to shareholders
- Enriching the lives of staff

## Feedback and Complaints, *call Minelab – we care!*



We strongly value your feedback, whether it is positive or negative, it's an important element in our continuous improvement process.

We aim to resolve complaints within 24 hours. If for some reason your complaint should take longer to resolve we are committed to keeping you updated throughout the process.

Feedback or complaints can be made by email, phone or in writing to your regional Minelab office. For details please see our contact us page.

## Privacy, *It's expected*

We respect your privacy and take it seriously. You can be assured that any information you share with Minelab will remain confidential. For further details about our practices regarding the information we collect from you please see our Privacy Policy.

*\*Some exclusions may apply, please refer to the limited product warranty conditions for further details.*

*Please note this Customer Care Charter sets out the standards to which all Minelab staff strive to achieve and is not a legally binding document. Whilst we are committed to do everything we can to meet these expectations for each and every one of our customers there may be times when this is simply not possible. We thank you for your understanding of this.*



BBS "||| FBS "||| VLF "||| MPS "|||

**World's Best Metal Detection Technologies**

