

The logo features the brand name 'INNASOL' in white, uppercase letters on a green rectangular background. Below this is a circular emblem with a green checkmark on a silver, brushed-metal background. At the bottom, the words 'CERTIFIED PARTNER' are written in large, bold, black, uppercase letters on the same silver background. The entire logo is set against a background of a green field with a city skyline in the distance under a blue sky with clouds.

INNASOL

CERTIFIED PARTNER

The 10 commandments for perfect customer service.

- 01 FIRST CONTACT.** It is easy for me to get in touch with you and to get information about your company.
- 02 FIRST ADVICE/NEEDS ASSESSMENT (AT FIRST VISIT).** Visit my site and get to know all of my requirements.
- 03 QUALIFIED ADVICE AT FIRST VISIT.** Give me a qualified, comprehensive and understandable overview of the system.
- 04 VISIT TO REFERRING CUSTOMER OR SHOW-ROOM.** Show me an already installed and running system.
- 05 PLANNING.** Create a thorough and detailed plan including timing, space requirements, technical aspects and costs.
- 06 PROPOSAL.** Deliver and discuss with me personally a well structured and detailed proposal and help me with my decision.
- 07 INSTALLATION.** Carry out the installation fully and on time, respect my property and the requirements of my daily routine.
- 08 HANDOVER.** Explain to me exactly how the system works and what I must be mindful of.
- 09 CUSTOMER SUPPORT.** Be there for me when I need you and keep me up to date.
- 10 MAINTENANCE.** Carry out the necessary service work in regular time periods so that I can use the system continuously without any downtime.