

**Brightbulb**  
Design



**Customer Service  
Charter**



@Brightbulb2



hello@brightbulbdesign.co.uk



brightbulbdesign.co.uk



/BrightBulbDesigns

## **We think out of the ordinary and think of our clients as extraordinary, and treat them as such.**

We want to exceed your expectations with our level of service. It is how we set ourselves apart from the crowd. Therefore we have set the minimum standards to expect from Brightbulb in this customer service charter.

### **① WHO WE ARE AND WHAT WE DO**

We are one of the Isle of Wight's leading and multi-award winning web, design, branding and graphic design studios with an enviable reputation of delivering proven results for many of the South's most successful and aspiring companies.

As our name implies, we are creative thinkers. A bright spark amongst design agencies. Passionate about creating and strengthening our client's brands and helping businesses large and small to showcase their products and services through great branding and well implemented web solutions.

### **② WHO ACCESSES OUR SERVICES**

UK businesses and individuals who want quality service and support from a pro-active design studio.

### **③ RESPONSIVENESS**

- We will respond promptly to your enquiries through email or phone.
- We aim to respond to phone and email enquiries within two working days.
- We will provide accurate and up to date information on our services when you need it.

**“Brightbulb Design have taken the time to get to know us and understand our product which has given our websites a competitive edge. Their work is innovative, very thorough, and well thought through and always delivered on brief and on time ”**

Ced Wells, Marketing Director at Charnwood Stoves



#### **④ OUR PRICING**

- We believe we offer fair prices for our multi award winning service and do not pass on any unnecessary costs to our clients.
- We will review our prices each year and advise you if our prices change.

#### **⑤ QUALITY SERVICE**

- We understand your design and web design issues because of our extensive experience within the industry.
- We aim to tailor our response to your needs.
- We will provide linkages and referral to other relevant information to your business needs.

#### **⑥ CONFIDENTIALITY**

- We have systems in place to ensure that we protect your confidential information.
- We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you.
- We are open and transparent about our processes.

**“Working with Brightbulb has been a pleasure. Professional, friendly and local service – always willing to help and an excellent understanding of our brand and values. The end product has exceeded our expectations and we are very happy to be associated with Brightbulb.”**

Jonathan Thornton, Marketing Director at PC Consultants



## ⑦ COMMUNICATION

*If you use our web services you can expect:*

- To contact us when and where it is convenient for you and via social media.
- The website to be easy to use, with intuitive navigations and customised content so you can quickly find what you need.
- That you can access our information using any device, any time.
- If you sign up to receive our information, to always have the option to unsubscribe.

*If you call 01983 866048 you can expect:*

- Our staff to be experienced and knowledgeable.
- To be able to contact us between 9:30am - 5pm, nationally, Monday to Friday.

*If you receive assistance from us, we will inform you of your obligations. To allow us to help, we expect you will:*

- Give us information that is timely, accurate and complete
- Take the time to understand your obligations and aim to fulfil them
- Provide us with honest, constructive feedback on our services

# Brightbulb Design



A multi-award winning web design,  
branding and graphic design studio  
on the beautiful Isle of Wight.

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