

RE: CUSTOMER SERVICE POLICY

Document purpose and scope

This document sets out the Customer Care policy of Henga Systems Limited and covers all services and products offered by the company. This document will be reviewed for continued suitability, and, if appropriate, made available to interested parties. The review interval for this document is 2 years.

Policy statement

We are committed to providing exceptional client service and set clear standards for customer care. We work within a set of principles that benefit our clients, partners and consultants.

We will comply with all legislation, standards, statutory and other obligations, client policies and best practice, where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

Purpose

This policy aims to help us provide our clients and the general public with the highest standards of service.

Communication

We aim to comply with the following standards of communications for our clients and the general public:

1. Responding to public queries.
 - General queries from the public can be sent via email on **hello@henga.co**
 - We will answer all correspondence from the public in a timely and professional manner.
 - All correspondence to be answered within 3 working days.
2. Responding to client support queries.

- We will answer all support queries from our clients through our support portal accessible on our website or by sending an email to support@henga.co
- Clients will be required to set up an account on the portal and be able to:
 - Create new support tickets and view their progress.
 - See all correspondences for a particular ticket.
- All queries to be answered within 2 working days.

3. Online Meetings

- We available for online meetings to both the general public and our clients.

Information

We will provide clear and straightforward information about our services and those of related providers to help clients find the guidance needed.

- We will have a company brochure, an email address and access points on our website for public enquiries.

Refunds and Cancellations

- Any deposits made to Henga's bank account are non-refundable. The funds can however be directed towards a project of similar cost.
- In the event of Cancellation, Henga will be compensated for services performed through the date of cancellation in the amount of a prorated portion of the fees due.

Confidentiality

Any information gathered or held on our customers will be stored securely and will not be shared with any third party.