

## The Sykes Charter

**Our mission is to be a world-class pump hire and pumping services company, helping our customers to address the real-life challenges they face – whether planned or emergency - in the fastest, most expert, professional and cost effective ways. We want to help our customers pump more and pay less.**

**For our extensive range of standard pumps, our commitments are:**

1. We will respond to any breakdown within 4 hours of being notified.
2. We will have pumps available 24 hours a day 7 days a week.
3. In the unlikely event that we are unable to repair a pump within 2 hours of attending a breakdown then that pump will be changed over within 4 hours.
4. Any pump ordered before 12.00 midday on a normal working day will be delivered the same day (if required).
5. Free of charge site surveys will be carried out within 24 hours of a request being received.
6. All pumps on hire will be inspected at 14 day intervals and serviced when necessary.
7. Any pump that is off hired will be collected within 48 hours of the off hire notice being received.
8. Any account queries will be resolved within 14 working days.
9. All pump telephone enquiries will be answered within 5 rings of the telephone.