

## Customer Care (v2)

<p>Please provide detail on your customer care procedures and proposals for dealing with Jobcentre Plus customers.</p> <p>You should also detail how you will facilitate and ensure smooth interaction with Jobcentre Plus advisors who may be required to make contact with you on behalf of the customer.</p>	<p>In relation to customers you should specifically focus on</p> <ul style="list-style-type: none"><li>• an assurance that their consumer statutory rights are maintained, including guarantees' and warranties</li><li>• that they receive the same services as any other customer</li><li>• they are in no way disadvantaged or stigmatised</li><li>• ensure compliance with equality and diversity legislation</li><li>• how procedures and customer care processes are conveyed to your staff</li><li>• how your customer complaint process will be conveyed to the customer and managed to ensure a satisfactory result</li></ul>
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At Argos, we pride ourselves in our Customer Care and put the Customer at the heart of everything we do. We make it our duty to treat every Customer with the same service level, and with dignity and respect.

All Store Managers and subsequently their teams are briefed along the same Customer Care principles.

Jobcentre Plus customers are no different to any other Argos customers and will therefore follow the same journey.

Their ordering process is only a variation of the many payment methods already available at Argos stores, which Store Colleagues are briefed on and used to dealing with on a regular basis.

Once the order processed, the collection of the item will remain exactly the same as any other ordering methods.

Jobcentre Plus customers' consumer statutory rights are maintained, including guarantees and warranties.

Store Colleagues are briefed to ensure the correct reference numbers are added on invoices in case of queries.

There is a specific returns procedure due to the nature of the process agreed between Argos for Business and the DWP (see below) – however, this does not affect the Jobcentre Plus customers' rights and they are by all means able to complain if that is necessary.

- If there is a return, the customer returns the item back to the store (or Argos direct collects the item).

- The end user then goes back to the initial Job Centre with either the proof of collection (from AD) or the till receipt refund. Please note the end user is advised of this in the first place where the Job Centre operative initially fills out the form.
- The Job Centre will then fill out a new form which is used in the store

If the Jobcentre Plus customers feel the need to complain, they can do so by speaking to the Customer Service team in store, or to the Store Manager.

They can also follow the process below:

“We’re committed to selling high-quality products and giving excellent Customer Service. If for any reason something does go wrong, we would like the chance to try and put this right.

The quickest way to get your problem solved would be to call us on one of the numbers below, however if you wish to email us please use the below link. We aim to reply to all emails within 24 hours.

Website and order enquiries

0345 640 2020\*

General and store enquiries

0345 640 3030\*

[Email us](#)

If you bought an item for home delivery we ask that you please include your order number and full delivery address as well as the post code.

(For security and training purposes, telephone calls to and from Customer Service Centres may be recorded and monitored.)

\*From Monday to Saturday the Customer Service team is available from 8am to 8pm. On Sunday the Customer Service team is available from 10am – 6pm.”

