RESPONSE TIMES POLICY

Our Policy

J & J Systems UK Limited is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our product(s) and/or service(s), then please let us know as soon as possible. This will help us to continually improve our service to all our clients.

Response Time to Support Enquiry

To raise a support incident you are welcome to call our office on 01227 371375 where an engineer will be pleased to help you. This call maybe recorded for training and quality purposes.

If an engineer is unavailable during normal working hours a response to any recorded message is expected to be provided within 30 minutes of the call and no longer than four hours.

If an engineer is unavailable outside of normal working hours, a response to any recorded message is expected to be provided within 30 minutes and no longer than four hours of returning to normal work hours*.

A support incident can also be raised by email to support@jjsystems.co.uk normal response times are expected to be provide an acknowledgement of receipt within 30 minutes of the email and no longer than four hours.

- *Normal Working Hours are Monday to Friday 8.30am – 5.30pm

Response Time to General or Sales Enquiry

For general or sales enquiries our policy is to acknowledge an enquiry made by email to mail@jjsystems.co.uk or support@jjsystems.co.uk within four hours.