



Technology with Vision

HELLA



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CUSTOMER CHARTER

Like most businesses within the Automotive sector, HELLA Limited knows that our success lies in delivering not only excellent service, but in understanding the needs and requirements of you, our customer.

Our Customer Charter sets out our commitment to provide you with the services that you can expect.

PERSONAL – HELLA Limited’s philosophy is to treat each and every customer on an individual basis, promoting a can do attitude, where nothing is too much trouble. Continuously aiming to improve our services, whilst keeping the personal touch.

AVAILABILITY – Working together, not only with our suppliers, but also you, our customer, to ensure that we deliver The Right Part, In the Right Place at The Right Time. Improving our carrier tracking functions to be able to offer you traceable deliveries with a tracking function.

RESPONSE – We always aim to respond to you in a professional and timely manner. Taking ownership of the enquiry and keeping you informed of all the steps in any process until the enquiry has been completed.

TRANSPARENCY – Our aims are always to have total transparency with you, our customer, offering precise communications with a clear marketing message. Additionally, we offer defined policies and procedures to aid and assist you.

SATISFACTION – We strive to ensure we give you complete satisfaction, from the quality of our products to the service and confidence in the team at HELLA. Simple to deal with and a pleasure to work with. Giving you the confidence in HELLA Limited now and in the future.

Your feedback is of paramount importance to us. Be it compliments, complaints, suggestions or any information relating to our product portfolios, services or performance.

Matthew Say

Managing Director – HELLA Limited