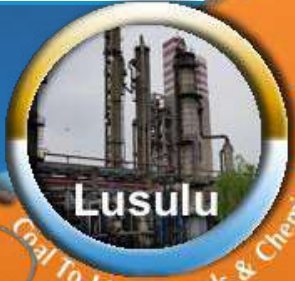


There is no Royal Road to Science



INDUSTRIALISATION
THROUGH
HERITAGE BASED
SCIENCE & TECHNOLOGY DEVELOPMENT



**VERIFY ENGINEERING
CLIENT SERVICE CHARTER**

2025





VERIFY ENGINEERING (PVT) LTD

CLIENT SERVICE CHARTER

2025



PREAMBLE

Verify Engineering (Pvt) Ltd is committed to providing clients with exceptional sustainable heritage resource – based research and technology development solutions for beneficiation and value addition. This Client Service Charter reflects Verify Engineering’s conscious resolve to delivering high quality services and standards to our local, regional and international clients. Verify Engineering’s promise to clients is rooted in its core values of *integrity, reliability, innovation, safety* and *engagement*.

1.0 Service Commitment and Standards

Service	Service Standard
Attending walk-in clients	Within 5 minutes
Answering business cell-phones	Missed calls returned within 30 minutes
Responding to emails	Within 24 hours
Responding to hardcopy mails	Within 5 days
Resolution of client complaints	Within 14 days
Sales of medical and industrial gases	Flexible on request

N.B. All business transactions are done during working hours (**0800-1630hrs, excluding weekends and public holidays**) serve for medical and industrial gases sales hours which are flexible upon request.

2.0 Rights and Obligations

Rights of clients - clients, regardless of race, colour, tribe, creed, and religion, have the right to:

- ✓ Lodge complaints;
- ✓ Privacy and confidentiality;
- ✓ Safety and safety induction;
- ✓ Quality service and products;

- ✓ Information subject to procedure; and
- ✓ Access facilities and services subject to procedure.

3.0 Client's Obligations

- ✓ Pay prescribed fees.
- ✓ Abide by any legal requirements and other obligations according to laws, rules and regulations of the Republic of Zimbabwe;
- ✓ Provide complete, accurate and timely information when requested by VE;
- ✓ Protect the environment and to comply with all environmental legislation.
- ✓ Co-operate with VE and other lead agencies.
- ✓ Ensure integrity of all documents submitted to VE.
- ✓ Report any cases of corruption, without malice, to the organization or to any other relevant Body.

4.0 Verify Engineering's Obligations to Clients

- ✓ Treat any client information with confidentiality.
- ✓ Pay for any services and products received as per contracts.
- ✓ Provide relevant information all the time and / or upon request.
- ✓ Always be professional, courteous, honest, fair and transparent when transacting with clients.

5.0 Feedback

For continuous improvement of our service, we appreciate constructive criticism and feedback from our clients through various feedback channels including:

- ✓ Our official social media handles: Email: salesmarketing@verify.co.zw / info@verify.co.zw; Website: www.verify.co.zw; Twitter: @ve_gases; Face Book: Verify Engineering Zimbabwe / Feruka Mutare; YouTube: @verifyengineering7347 Verify Engineering; LinkedIn: Verify Engineering (Pvt) Ltd and WhatsApp: 0772263224 / 0774706275.

Verify Engineering Contact Details:

Head Office

Address: 4th Floor, Beverly Court, Cnr Nelson Mandela/S. Muzenda St
P.Bag CY 2434, Causeway, Harare, Zimbabwe.

Tel: +26386644121078
+26386444054312

Cell: +263774706120
+263712541903
Email: salesmarketing@verify.co.zw, info@verify.co.zw

Mutare Offices & Plant

Address: Feruka Farm, Mutare, Zimbabwe
Cell: +263774706132
+263712541886

Office Working Hours:

Monday – Friday 08.00 – 16.30 hrs.

(The organization is closed for business on weekends and public holidays serve for sale of medical and industrial gases).

Compiled by



Jelousy Chagwa

Human Capital, M & E Manager

Approved by



Tinashe Takaenzana

A/Sales and Marketing Manager

Date: 15/01/2025

Our Creative Business

Industrialisation through heria e based science and technology development by year 2025.



Our Services

- Feasibility Studies
- Plant Automation
- Plant Energy Audits
- Project Management
- Associated Accessories
- Medical & Industries Gases
- Plant Engineering Design
- Plant Commissioning
- Plant Refurbishment
- Plant Fabrications
- Gas Reticulation Systems



SMART IDEAS