OUR CUSTOMER CHARTER

At Global Procurement Group, we're dedicated to upholding values of professionalism, integrity, and customer satisfaction at all times.

Our Customer Charter is a demonstration of this commitment, therefore we promise that every interaction with our customers will be guided by our Code of Conduct:

Our Customer Charter is more than a statement. it's our commitment to our customers, so we promise:

To always introduce ourselves fully to customers, assuring comfort and familiarity.

To be completely transparent and honest, providing our customers with accurate and relevant information at all times.

Not to use high-pressure sales techniques. Instead, we will collaborate closely with our customers to identify solutions best suited to their unique needs.

To ensure our customers are completely aware of all services offered, including specific contract details and associated costs.

To provide comprehensive annual estimates based on up-to-date prices, while clearly explaining our calculation methods and main contract terms and conditions.

To take data protection and security very seriously. Our policies guarantee that no customer will be contacted against their wishes and that we'll handle data compliantly.

Global Procurement Group, combining professional ethics with outstanding customer service.

Global Procurement Group™