

Our Client Service Charter

Our Commitment

At Stew Art Media we are committed to providing to providing high quality digital marketing services to our clients.

Our Client Service Charter sets out the service standards that you can expect from us and how we deliver these services to you.

Service Standards

Privacy

We will keep your personal information accurate, safe and secure. We use the information we keep about clients to support the services we provide to our clients. For more information, refer to our Privacy Policy.

Ethical Solutions

Our goal is to set the industry benchmark on digital marketing solutions adopting ethical practices.

Continuous Improvement

We will continually strive for excellence and use your feedback to improve our processes and proactively work with you to deliver solutions that increase traffic, drive sales and maximize return on investment.

Our staff will regularly undertake relevant industry training to enhance their skills in supporting our clients and looking for new ways to provide better service.

Communication

Our team will make contact with our clients in a timely and professional way. We aim for our information and reporting to be accurate and meaningful. We aim to make it easy for you to communicate with us and provide information to us.

When contacting us by phone, we aim to respond to you either at the first point of contact or within one working day.

We will respond to all other correspondence, including email within 5 business days or earlier.

Your Concerns and Complaints

We value our relationship with our clients and aim to resolve issues to the satisfaction of the clients and us.