

# what we will expect from you.....

- Let us know promptly when your details change
- Inform us promptly if your requirements are changing
- Let us know if our products and services are not meeting your expectations
- Treat us with courtesy/respect
- Reply to our requests on time - check emails and reply to artwork proofs as a matter of priority
- Call us first if you have any questions - this may save you time.

Our website may also have the information you need



## have your say

We aim to continuously improve our products and services. Your feedback is important to us - it can help us make improvements for the benefits of all our customers.

We also like to hear about a job well done!

If you have a complaint, compliment or suggestion you can:

- Speak to a staff member or the General Manager or
- Email us at [sales@bagotpress.com.au](mailto:sales@bagotpress.com.au)



# customer value proposition



- Labels
- General Printing
- Graphic Design Services
- Pharmacy Printing
- Consumables



### Bagot Press

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E: [sales@bagotpress.com.au](mailto:sales@bagotpress.com.au)

DIRECT CALL 1300 600 292

[www.bagotpress.com.au](http://www.bagotpress.com.au)



Experience | Quality | Prompt Service | Competitive Pricing | Reliable



## who are we ?

**BAGOT PRESS specialises in pharmaceutical and general printing products, and has been in operation for over 40 years.**

The core business is to provide a one-stop shop for pharmacies across Australia, providing dispensary stationery and pharmacy consumables. We also supply a range of labels and general printing products to numerous clients in other industries.

Our quality control systems ensure that the product is consistently of the highest print standard.

We strive to simplify our client's procurement processes, increase client satisfaction and offer competitive pricing by

## we at Bagot Press will:

- Be helpful and courteous
- Be consistent, reliable and fair
- Provide you with timely and accurate information
- Identify ourselves when we talk to you

"When first impressions count, Bagot Press has the experience to deliver a superior product with prompt friendly service."

- **Committing to a 10-12 working day turnaround delivery from approval of artwork proofs to delivery for all custom printed stationery**

**Committing to a 3 working day turnaround from your order lodgement to receiving artwork proofs for approval for all custom printed stationery**

Priority scheduling structure for print work  
Quicker turnaround times  
Minimal interruption to your operation

- **Not charging for artwork and plates on your initial order for dispensing labels and prescription folders. Future alterations to artwork and plates are charged at cost**

Set up and artwork cost savings

- **Providing emergency stock of dispensing labels**

No interruption to service of dispensing labels  
Help to minimise storage requirements  
No impact on customers  
Same day dispatch

- **Providing regular courtesy calls to check dispensing stock holding and reliable follow up for prompt confirmation of artwork approval with clients**

Quicker, turnaround times  
Minimal disruption to your operation  
Reduce the situation of you running out of dispensing stationery and labels

- **Backing our print and consumable products with a 100% guarantee**

If you are not completely satisfied with the quality of the purchase, the product will be replaced or an alternative option offered

- **Producing an annual product catalogue and providing access to a contemporary, informative website and online shopping facility**

Easy to place orders outside regular business hours, at your convenience.  
Access to regular online only special buys at reduced prices.  
Keep you informed of new products and changes  
Quicker turnaround times

- **Continuing to nurture and build on strong relationships with clients. Activities include:**

Regular visits by Bagot Press representative agent  
Regular phone contact by Bagot Press customer service staff  
Email advice on product specials, new products, website updates  
Providing clear instruction and support for online shoppers  
Personalising online shopping  
Correcting any mistake openly, honestly and quickly

**Mutually beneficial partnership and trust  
No misunderstanding or miscommunication**

