



customer value proposition





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!

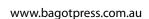
If you have a complaint, compliment or suggestion you can:

- Speak to a staff member or the General Manager or
- Email us at sales@bagotpress.com.au



Bagot Press

23 Aruma Street, Regency Park, S.A. 5010
P: 08 83407611 F: 08 83407911
E: sales@bagotpress.com.au
DIRECT CALL 1300 600 292







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 continuously looking for ways to improve.

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
- Treat you with dignity and respect

we will provide an outstanding client experience by:

 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



