



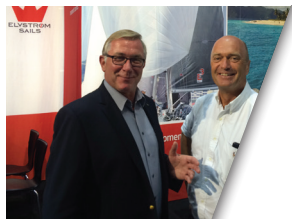
Elvstrøm Sails - Customer Service Standard

To Elvstrøm Sails customer service is crucial. We acknowledge that your satisfaction is ours as well. Elvstrøm Sails is represented internationally by qualified and carefully appointed SailPoints, delivering full service. No matter where you are in contact with an Elvstrøm SailPoint this is what you can expect:



ELVSTRØM SAILS QUALITY FROM THE VERY FIRST MOMENT

- Elvstrøm Sails is synonymous with the Crown designed by Paul Elvstrøm himself
- At your first encounter with one of our qualified Elvstrøm SailPoints you will be met by our proud logo



FEELING WELCOMED

- We will greet our customers in a friendly and polite manner, in a nice customer area
- Entering an Elvstrøm Sails loft, office or exhibition should leave you with a feeling of being warmly welcome



BEING UNDERSTOOD & ADVISED

- We will do our utmost to listen carefully to your requests and ask clarifying questions to make sure we understand your specific needs and wishes
- With our technical know-how at hand it is our responsibility to guide you to the best possible solution
- At our SailPoints you will be able to see and feel the difference between our various sail cloth options



RELIABILITY

- We will confirm receipt of any request
- If the request is a quote you will receive this within 3 working days after our mutual agreement on conditions, needs and wishes
- We will follow-up upon quotation, making sure questions are being answered
- If you agree to order you will receive an order confirmation within 2 days from time of agreement
- We will update you in the process until delivery with e.g. service e-mails on your order status and aim at contacting you after delivery to make sure everything works as it should and according to agreement



PEACE OF MIND

- You are able to reach us within normal working hours and if not present, we will get back to you as soon as possible
- We are very often around and about in the local harbors and thus control measurements in obtaining the best quality product can be agreed upon on site
- Service and maintenance can be carried out at our close to 50 Sail- and ServicePoints and a personal servicebook is your documentation to keep



THE ELVSTRØM EXTRA

- The Elvstrøm Extra is the difference or that little extra service you did not expect. It has many faces – ranging from the unexpected advice, the extra tip to your sailing experience, the crucial trim tip, the good advice in installing your new sail....., or you name it! The Elvstrøm Extra goes beyond standard service and varies since our SailPoints all have their unique ways of working with customers
- One thing is for sure though – expect that little extra from us!