



CUSTOM STAMP PROOFS IN LESS THAN 60 MINUTES – GUARANTEED!

The two COLOP owned UK stamp manufacturing companies , William Jones Clifton and Mark C Brown, are proving that talking to their customers, gathering opinion and putting new processes into place is a vital exercise in order to keep up with the ever-changing demands of the office products supplier and their customers.

A survey is currently being carried out by the two companies in order to establish what the priorities are when it comes to OP Dealers choosing a custom stamp supplier and asking for suggestions on what can be done to help increase their sales and give a better service to their customers. Coming out on top of the list of frustrations during the ordering procedure is the length of time it takes for stamp proofs to come back to the Dealers, bearing in mind it's the Dealers' customer who is sat waiting for the proof to arrive in order to give the go-ahead for the order.

With this in mind, William Jones Clifton and Mark C Brown are now offering a service which promises proofs for custom stamps will be back to the Dealers within 60 minutes of receipt of the request. This promise is backed up with a guarantee that if a proof fails to arrive within the hour, the stamps will be supplied free of charge.

Jane Scott, Sales and Marketing Manager, says, "in order to show our 100% commitment to the 60 minute promise, we have to back it up with a serious guarantee. There will, of course, be the odd exception to the rule, a large quantity of stamps all requiring different text, but if our customer has not received a proof within an hour of us receiving it (9-4 Monday to Friday excluding bank holidays), or a telephone call from us to explain why a delay has occurred, we will provide the stamps free of charge. This has to be the ultimate "putting your money where your mouth is" guarantee."

The 60 Minute Proof Service, which is completely free of charge, takes effect from 10th October 2010.

If you want to have your say and take part in the Custom Stamp Survey, log onto <http://www.surveymonkey.com/s/customstampordering>. One lucky entrant will win £50 worth of shopping vouchers. Survey deadline has been extended to end November 2010.

Ends.

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