



Customer Service and Support

Service

One important element within the Business Strategy of Sheppee International is the strong commitment to provide our customers with total satisfaction.

We understand that customer service is one of the most important activities in achieving this and Sheppee International has an established structure to offer top quality service with the emphasis on:

- Active assistance and recommendation of improvements for customers Ware Handling issues.
- Comprehensive in-house customer training facilities offering theoretical and practical training on maintenance and operational procedures.
- Easy contact for emergency situations available 7 days a week 24 hours a day 365 days a year.
- Experienced personnel
- Prompt delivery of spare parts and assemblies
- ISO 9001:2008 accreditation

Sheppee International Ltd has achieved ISO 9001:2008 Certification of Quality Management by demonstrating our longstanding commitment to the quality of our products and customer satisfaction.

ISO 9001:2008 is a globally recognised standard that provides assurance about the ability of a company to satisfy quality requirements and to enhance customer satisfaction in supplier-customer relationships. Sheppee International's certification demonstrates adherence to quality processes and procedures that ensure on going improvements in the design, development, production and support of hot glass container Ware Handling Equipment.

Hot line/Emergency service

Customers can call a dedicated out of hours Hot line/Emergency telephone number based on the below schedule for our Hot line service or email our service team on support@sheppee.com. Trained Service Technicians are located in the UK as well as in our Shenzhen Office in China. Whatever the time of day or night, regardless of time zone our Technicians are ready to assist.

Telephone assistance is available for all Sheppee International customers, according to the times given below.

Standard Office hours Telephone Assistance

Monday to Thursday 08.30 - 17.15 (GMT)
Friday 08.30 - 13.00 (GMT)

Contact: [+44 1904 608999](tel:+441904608999)

Hot Line hours Telephone Assistance

Monday to Thursday 17.15 – 08.30 (GMT)
Friday 13.00 – 23.59 (GMT)

Saturday, Sunday and Public Holidays - 24 hour

Contact: [+44 844 826 5421](tel:+448448265421) (UK only)

[+44 117 987 5421](tel:+441179875421) (International)

