

**Customer Feedback and Complaints Process**

**Our commitment to you**

Deep Down values our relationship with you and we want to ensure it is nothing less than the best it can be.

We want to make sure that we provide you with the best possible products and service. If you are not happy with any aspect of the services we provide you we would like to hear from you so that we can quickly put things right.

**Your rights as a Deep Down customer**

We will:

* Treat you with respect, in a fair and courteous manner at all times
* Be clear in our communications to you
* Deliver on our promises
* Ensure that you have access to account information and the services we supply to you
* Make sure that information provided to you is accurate, up-to-date and in plain English
* Always comply with the law

**How to let us know if you have feedback or a complaint**

If for any reason you are not happy with any aspect of the products or services we provide you we would be keen to hear from you as soon as possible so that we can put things right. Please contact us using one of the following options:

**Phone / e-mail**

* Clive Dougall – Director +64 21 221 4331 [clive@deepdownwines.co.nz](mailto:clive@deepdownwines.co.nz)
* Peter Lorimer – Director +64 21 023 51352 [peter@deepdownwines.co.nz](mailto:peter@deepdownwines.co.nz)

**Postal address**

Deep Down Wines

10 Leitrim St,

Redwoodtown,

Blenheim 7201

**What happens next?**

If you've told us about a concern, we will investigate it and discuss a resolution with you. If we can’t resolve it straight away, or if the issue is of a very complex nature, we will give you an idea of how long it will take us to investigate the issue. We'll also let you know who will be managing it for you. Our aim is to get your issue fully resolved within 10 working days.

If you have raised a complaint with us and we have been unable to come to an agreement on how to resolve your complaint, you have the opportunity to take independent advice or assistance from:

* The Disputes Tribunal
* The Citizens Advice Bureau
* Your Community Law Centre
* The Office of the Privacy Commissioner (for privacy issues)