

Customer Service Policy

Version 1.0

1. Definitions

- 1.1. "Client" or "Customer" refers to any person, partnership, corporation, or other legal entity acquiring Services from Joshi & Co Media.
- 1.2. "Customer Service" means the relationship between Joshi & Co Media and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has ordered from Joshi & Co Media. This can include, but is not limited to, website design, website development, website hosting, email hosting, domain name registration or transfer or renewal, and all auxiliary service(s).
- 1.4. "Joshi & Co Media", "Joshi & Co", "Company", "Business" means Joshi & Co Media.
- 1.5. "We", "Us", "Our" is a reference to Joshi & Co Media.
- 1.6. "You" and "Your" is a reference to the Customer.

2. Acceptance

- 2.1. The Customer signified acceptance of this Customer Service Policy, as well as our Terms of Service, Privacy Policy, Acceptable Use Policy and any applicable Agreement, when they became a client of Joshi & Co Media.
- 2.2. The customer acknowledges that they are solely responsible for ensuring full compliance with this policy.

3. Appropriate channels for receiving Customer Service

- 3.1. By submitting a support request via email to support@joshiandco.com.au.
- 3.2. By phoning contact numbers listed on the Joshi & Co Media website at <https://joshiandco.com.au/>.

4. Customer conduct

- 4.1. The Customer agrees to conduct themselves in an appropriate and professional manner when seeking Customer Service from Joshi & Co Media.
- 4.2. Joshi & Co Media will not respond to request for Customer Service if the Customer:
 - a) Has used offensive or obscene language;
 - b) HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;

- c) Has made threats of violence, legal action or referral to an external party (e.g. Department of Fair Trading);
- d) Has posted the issue or question on a public medium, such as forums or blogs, before it has been either raised with or answered by Joshi & Co Media within an appropriate time frame (refer to Section 5).

5. Appropriate Timeframes

5.1. Support requests and emails sent to Joshi & Co Media seeking Customer Service should be answered by Joshi & Co Media within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.

6. Customer service goodwill credit

6.1. If necessary, Joshi & Co Media may take the decision to apply a \$25.00 Customer Service Goodwill credit to the Customer's account credit balance.

6.2. This credit is not redeemable for cash and can only be used to purchase additional Joshi & Co Media services or as credit on invoices.

7. Non-compliance

7.1. Joshi & Co Media may suspend or terminate the Service(s) of a Customer who has refused to follow this policy when seeking Customer Service.

7.2. Any request for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

8. Changes

8.1. Joshi & Co Media may amend our Acceptable Use Policy at any time. At all times Joshi & Co Media will make available the current terms for client review and download via our website. Changes to this agreement other than price changes will become effective upon their publication to our website, and furthermore, continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Service(s) in-line with our Termination Policy.

If you have any questions about this agreement, please contact us via email at support@joshiandco.com.au.

DOCUMENT CHANGE HISTORY

Date	Description of change	Version
29/06/2022	Document creation for Joshi & Co Media	1.0