

Customer service policy.



Nexgen
Global Solutions

Welcome to NexGen Global Solutions!

Our company specializes in providing high-quality outsourcing services, and we always strive for maximum customer satisfaction. To achieve this goal we have developed a Customer Service Policy that defines our standards and approaches in communicating with our customers. .

Communication:

- **NGGS** always strives for transparent and open communication with our customers. We guarantee that all requests and questions will be considered within 24 hours. We also engage to provide regular updates to our customers regarding the progress of work and deadlines.

Quality:

- Quality is one of the main principles of our company. We strive to provide our customers with high-quality services and products that meet their expectations and requirements. To achieve this goal we use advanced technologies, innovative approaches, and best practices in our industry. Our company ensures quality control at all stages of work, from project planning to monitoring the execution of services after their completion. We are confident that quality is an indispensable factor in successful business and are ready to guarantee it in every contract and project, working in partnership with our customers.

Confidentiality:

- Confidentiality is a fundamental principle of cooperation between our company and our partners. We strictly adhere to confidentiality rules and ensure not to disclose information obtained from our customers and partners without their written consent. We ensure the security of storing such information and adhere to the principle of minimizing its use. All data obtained from our partners will be used only to fulfill our obligations under the contract and will not be transferred to third parties without the consent of our partners. We guarantee complete confidentiality, reliability, and security in cooperation with our company.

Respect:

- Our company expresses deep respect for its partners and customers. We strive to provide the highest level of service and quality services to meet the needs of each of our customers. We value the trust you place in us by choosing us as an outsourcing service provider and are ready to cooperate with you on transparent, mutually beneficial, and long-range terms.

Problem solving:

- We understand that problems may arise during our work with customers and we promise to solve them quickly and efficiently. Our team of professionals is ready to work around the clock to find the optimal solution to any issues related to our services. We strive to ensure that our customers are satisfied, so we are ready to find an individual approach to each case. We are confident that our experience and professionalism will help overcome any obstacles, and our customers will always be satisfied with the quality of the work done.

Relationship development:

- We believe that our joint work should be based on long-term partnerships based on trust and mutual respect. We are interested in developing these relationships and constantly improving the quality of services provided. We are ready to work together with you to provide the most effective and professional service to our customers. Together, we can achieve great results and become leaders in our field.

Terms of work:

- We provide our customers with flexible working conditions that take into account their individual needs and business goals. We are ready to adapt to any changes in the work process and provide services in accordance with the requirements and deadlines set by customers.

Prices:

- We offer competitive prices for our services. We always strive to provide high-quality services while maintaining affordable prices for our customers. All prices are specified in the contract and can be adjusted in case of changes in the conditions of cooperation with prior notification from the service provider.

Payment:

- We accept various payment methods, including bank transfers, payment systems, and cryptocurrencies. We guarantee the security of all payments and ensure accurate and timely processing of payments by **NGGS**.

Requirements for customers:

- We expect our customers to provide us with all the necessary information and resources required to perform our services. We also expect customers to comply with all agreements and conditions set out in the contract.

- We expect open and transparent communication from our customers. We welcome feedback from our customers and are always ready to answer any questions that may arise during the work process.

- We are ready to work with any customers who are looking for a reliable partner to solve their business problems. Our team is ready to provide high-quality services, and our working conditions ensure maximum convenience and flexibility for our customers.

Confirmed by the CEO of **NexGen Global Solutions** - Zarubin Bogdan

Confirmed by the Commercial Director of **NexGen Global Solutions** - Suchkov Ilya

Signature of Zarubin Bogdan:



Signature of Suchkov Ilya:



25 April 2023

