



BioBall® Custom Services is dedicated to providing your BioBall Select or Plant Isolate order at the exceptional levels of precision and quality associated with the BioBall brand. We are dedicated to delivering superlative customer service, continually seeking to improve our service to you, and evolving our business to meet your changing needs. BioBall Custom Services takes pride in providing exceptional customer service and product performance.

## **BioBall Custom Services commitment to you:**

### **Communication**

We will respond to all communications before the end of the next working day.

We will handle your questions in a timely and professional manner, and inform you of how we propose to act.

We will proactively contact you at regular intervals during the development and manufacturing processes with updates on the progress of your BioBall Custom Services order.

### **Commitment to Quality**

We guarantee to produce a BioBall product to agreed specifications.

We honour our claim that BioBall will perform to specification through the stated expiration date.

Failing that, we will seek an agreeable resolution in consultation with you.

### **Confidentiality**

We will protect your confidential information.

We guarantee that any strains and customer information sent to BTF will be dealt with in strict confidence and that your strains are used only for the production of your BioBall Custom Services order.

A copy of the BTF privacy policy can be found online at [www.bioball.com](http://www.bioball.com)

### **Continuous Improvement**

We value your opinion and want to hear about your experience with us.

We will proactively seek your feedback on the BioBall Custom Services we provide to you and our professionalism in providing those services.

For more information on BioBall Custom Services visit [www.bioball.com](http://www.bioball.com) or email [customservices@btf.biomerieux.com](mailto:customservices@btf.biomerieux.com)

