

Our 7 Point Customer Commitment

Abbey Supply Company aims to provide the highest level of service and value to every person and organisation that comes in contact with us.

We are passionate about weapons lubrication and care. We care that your weapons and gear will not let you down.

You want great products that do the job, do not harm the environment and give years of service. So do we.

To demonstrate this promise, we have constructed a 7 Point Customer Commitment Policy.

1. Our Sample Offer

We understand the importance of trying out new products before making the decision to purchase. We are therefore very happy to send samples of any of our products completely free of charge, for you to try. We will even pay the shipping charge.

In return we ask you, your armourers and customers to test and evaluate our gases, lubricants and care products under tough gaming conditions and inform us of your findings.

This sample offer is available to both new and existing customers who would like to try a new product.

2. Our Buy Back Guarantee

We recognise your concerns when taking on a new product. To remove any concerns or perceived risks we guarantee, with all first orders of a particular product, to buy back any unsold stock after 60 days.

3. Minimising Your Shipping Costs

Shipping charges are the biggest variable cost to most importers. We will advise our customers of the best mix of products and size of shipment to minimise shipping charges. This saving can be significant, particularly on smaller initial orders.

4. Rewards For Your Referrals

Any retailer or wholesaler introduced to us by an existing customer will receive a 5% Introduction Discount of product and shipping costs, as well as all the other benefits from our 7 Point Customer Commitment. All they have to do to get their discount is to tell us who referred them.

As a thank you for your referral we will give you a 5% Discount of product and shipping costs off your next order. This offer is ongoing and applies to every successful introduction you make.

5. Free Best Practice and Advisory Information For Your Customers

Educating your customers with help and advice about getting the most out of their guns and equipment not only benefits your customer's experience but their commitment to you as a supplier of quality products.

We therefore provide a range of videos, blogs and news releases on our website and social media to assist you and your customers. These cover help and advice, best and safe practice to updates on news worthy and contentious issues.

6. Always in Stock

We endeavour to always have stock for immediate dispatch to all our customers. As we do not control the whole supply chain, matters beyond our control can cause difficulties; we will do our best to keep any disruption to a minimum.

7. No Quibble Product Quality Guarantee

We're so confident that we provide all our customers with first class quality products and a service to match, that we offer a no quibble money back guarantee.

So, if for any reason you are not happy with the quality of our products we will either replace them or issue you with a credit note immediately.

Chris Macdonald
Director
Abbey Supply Co. Ltd