

17th July 2019

Dear Customer

RE: Implementation of a Material Service Failure Payment

What are we doing?

We take customer service extremely seriously and delivering high standards of service day in day out is at the heart of what we strive to achieve. However, I am acutely aware of the inconvenience and the impact to your store and your customers when Smiths News is unable to meet the exacting standards that we set ourselves, such as delivering newspapers late. Consequently, from 1st September 2019 we are introducing a new automatic payment to all customers in the event of a materially late newspaper delivery from us.

How will it work?

We will make an automatic credit of £5.00 for every live newspaper delivery (excluding re-runs and claims) which, arrives at your store 2 or more hours after our system held customer Required Delivery Time (RDT), you can check your RDT on SNapp. Any such payment to you shall be credited to the following week's summary invoice, using a reference of '**Service Payment**', and you will find it under the miscellaneous items section. Please be assured that you will not be required to do anything and the process will be automatic.

Why are we doing this?

We want to acknowledge the seriousness of very late newspaper deliveries on your business. We have worked with the National Federation of Retail Newsagents (NFRN) to come up with a solution which, we believe, recognises material service failure and provides for an automatic and meaningful compensatory sum for the inconvenience of receiving newspapers very late.

It is important to note, that this does not replace any of the industry policies and procedures that already exist. This proposal is therefore in addition to those policies and procedures. Customers whom are not satisfied with either our standards of service or the £5 credit at any time can, of course, continue to seek redress through the existing industry grievance process under the Press Distribution Charter (PDC) which, can be found on the Press Distribution Forum (PDF) website www.pressdistributionforum.com

Should you have any queries or concerns regarding this letter, please contact us through SNapp or call your regular customer services teams on 0345 126 2700

Yours Sincerely

Simon Gage

Retail Services Director

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