



**The
Path
of
Quality**

The competence:

All our staff are fully trained in the company's products and services so are able to provide a first class customer service.

They have developed an excellent, courteous, effective customer service skill. Learned how to manage problems and resolve them without escalation.

Our innovative bespoke software provide us with a unique outstanding service. Our applications are developed specifically for our customers' requirements and needs.

Our company gained a reputation by employing multilingual and bilingual staff. This service boosted our customer confidence, loyalty and trust both internationally and locally.

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Sinolux

Your Traditional Chinese Herbs Supplier

Customer Service

www.sinolux.lu

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The After Sales Service:

Through decades of intensive research we have developed our exclusive database to handle our day to day high volumes of demand. Our system offers some of the features including extracting account information, special instruction and dosage to patients. Or down to tracking a parcel.

Our knowledge of plants, our ability to handle exceptions and our responsiveness to incidents play a major role.

Our team are quick to interact. We offer pragmatic advice and solutions helping you to prescribe in a more confident manner. We dedicate full-time employees to the task of responding to customers queries. We treat all queries very seriously and respond immediately to customer's needs.

The Sales Service:

Sinolux's mission is to commit fully to our customers, striving to create a platform with accessible knowledge and wisdom to all bona-fide practitioners. We offer them the highest quality products, service and value.

Our orders are received by phone, E-mail, mail and fax. Administrative staff are available to generate orders into our unique sales management system.

Our computerized system handles order processing through standard operating procedures. Senior staff or approved representative will validate and authorize the sales order to proceed through the process.

Sinolux, Your Chinese Herbs specialist...

Orders received before noon will be dispatched the same day. Due to high volumes of dispatches, we have a cut off period to deal with the couriers to ensure orders leaves our warehouse promptly.

**All orders are accompanied with invoice and delivery note.
Quotation of goods are available upon request.**



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