

Quality Charter

Our 10 commitments for our customers



Franchisee members of Mail Boxes Etc. network are committed to:

1 Answer to quote **requests within 24-72 hours.**

2 **Guarantee transparency in the prices:** identify separately on the quotes and invoices the costs related to the pick-up, packaging, shipping and coverage of the objects acquired.

3 **Systematically propose the cover of your object,** packaging and shipping services through our MBE SafeValue service. ¹

4 Communicate **an indicative pick-up date** after receipt of payments and closure of customer's record.

5 **Respect the packaging recommendations of the MBE France network** depending on the type of object and train continuously in new packaging processes or new materials.

6 Offer a secure **online credit card payment solution.**

7 **Apply a commercial policy and process** respecting well-defined criteria.

8 **Ensure the sustainability** of relations between Mail Boxes Etc. Centers, auction houses and our customers.

9 **Provide individual support** for claims and after-sales service for each customer.

10 Evaluate and develop our processes **to improve your satisfaction.**

The Auction Houses Committee, represented by several franchisees, as well as MBE France, undertake to maintain continuously that this collective guideline is respected by all of our franchisees who have adhered to our MBE Auction Quality Charter.



¹ MBE SafeValue is an all-in-one solution for packaging, shipping and covering against loss and damage your goods. More information on www.mbefrance.fr/mbe_safevalue