



## CUSTOMER INFORMATION AND PAYMENT POLICY

At **Mayfair**, we are dedicated to enhancing your experience and providing the highest level of service. To achieve this, we have implemented the following policies regarding customer information, payment collection, and account management.

We understand the importance of trust and convenience, and this policy reflects our dedication to delivering exceptional service while safeguarding your information. Thank you for your cooperation and continued trust in **Mayfair**.

### 1. Customer Information

To ensure efficient communication and a personalized customer experience, we require all customers to keep their information up-to-date in our system, including:

- Full name
- Phone number
- Email address
- Billing address

Accurate information allows us to notify you of order updates, resolve inquiries quickly, and deliver a seamless service experience.

### 2. Payment Collection Process

To streamline our operations and ensure timely processing, we are standardizing our payment collection process:

- **Payment on File:** Customers are encouraged to store a valid credit card in our system. Our payment platform is designed with advanced security features to protect your data.
- **Outstanding Balances:** Customers with an unpaid balance will receive reminders with instructions to resolve the payment promptly.



### **3. Retention of Items for Outstanding Balances**

To maintain fairness and operational efficiency, we reserve the right to hold cleaned or restored items if there is an outstanding balance on the account. This policy is in place to ensure timely payment and support the sustainability of our services.

### **4. Data Security Commitment**

We take the protection of your personal and financial data seriously. All information stored in our system is safeguarded by encryption technology and strict internal controls.

By adhering to this policy, we can deliver a more reliable, efficient, and customer-centric experience. We thank you for your cooperation and look forward to serving you!

If you have any questions or concerns about this policy, please contact us directly.

**Policy reviewed: 26-11-2024**

- **Need more information?**
- Reach out to our customer service team
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