



JR Biomedical Ltd.

Conwy Business Centre

Llandudno Junction

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JR Biomedical Customer Charter

Our aim is to provide exemplary customer service at all times.

We promise to;

Allow customers access to our regulatory, scientific and clinical expertise

Respond to customer enquiries in a professional and timely manner

Process all orders the same day as they are received whenever possible

Review and act on customer feedback to improve our products and services

Operate a documented quality system according to ISO13485:2016

Hold monthly management meetings to discuss and implement quality improvements

Dr John Rees BSc(Hons) FIBMS

Managing Director

Friday, 30 September 2016