



bluemooncreative

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## Dispute Resolution Policy

We do not fall out with our clients. That is not to say that disagreements or misunderstandings never arise. It is just, when they do, that we always do everything possible to resolve any such matters to the satisfaction of the client.

This is why we have a history of maintaining very long term relationships with clients and suppliers. Peugeot, Laufen, Specialist Crafts, Jackson-Stops & Staff, Severnprint and more, for example, all stretch back for well over a decade.

In practice, this means that when a dispute arises, the client should in the first instance take the matter up with his or her main point of contact. If that does not resolve the matter satisfactorily, it should be brought to the attention of the MD, Michael Taite.

Signed

Michael Taite  
Managing Director

Date: 30/09/16