



22 On Sloane
Corner William Nicol Drive &
Sloane Street
Bryanston, 2191

Tel: +27 (0) 11 568 3497
info@StokFella.com
www.StokFella.com

Customer Service Policy

General Queries: Tel +27115683497
Email – info@stokfella.com
Turnaround time: All queries should be resolved within 2 working days

Complaint: We encourage all complaints to be in email writing for ease of reference, however you are still welcome to call.
Email – info@stokfella.com
Turnaround time: All complaints should be resolved within 5 working days

Should the complaint be more complex, it may require further investigation and could take up to 30 days for the complaint to be resolved. Weekly updates will be provided should this be the case.

If a query or complaint is not handled within specified turnaround time above, we encourage our clients to escalate unresolved queries/complaints to our Head of Sales & Client Relationship.

Escalations:

Title: Head of Sales & Client Relationship
Names: Pearson Maake
Contact details: pearsonmaake@stokfella.com

Trading hours:

Monday to Friday (8am to 5pm)
Weekends (occasionally)
Public Holidays (closed)

