



## **\*\*Elgin GPT Resolutions Customer Service Policy\*\***

At Elgin GPT Resolutions, we are dedicated to enriching every customer's experience through exceptional service. Our Customer Service Policy outlines our commitment to providing consistent and positive support to all individuals engaging with our GPT services.

### Communication Channels:

- We offer multiple avenues for customers to reach us:
- - **\*\*Phone\*\***: Contact our dedicated customer service line during business hours for inquiries, appointments, and assistance.
- - **\*\*Email\*\***: Reach out through our official email address for written queries and support.
- - **\*\*Online Chat\*\***: Engage in real-time communication with our support team via the live chat feature on our website.
- - **\*\*Social media\*\***: We actively monitor and respond to customer messages and comments across all our social media platforms.

### Response Time:

- Our aim is to ensure prompt and efficient communication:
- - **\*\*Phone and Chat\*\***: Expect a response within 2 minutes during business hours.
- - **\*\*Email\*\***: Anticipate a reply within 24 hours.
- - **\*\*Social media\*\***: Count on us to address messages and comments within 4 hours.
- Feel free to connect with us through your preferred channel, and we'll be there to assist you! 🌟