



Our Service Commitment to you

At BrightSky we're here to support you to live well, every day. As a not-for-profit disability organisation, our customers are the heart of who we are and what we do. With commitment to delivering quality products, supported by our dedicated customer service team, we strive to provide the best customer experience, every time.

When engaging with BrightSky, you can expect that we will:

- Treat you with respect.
- Listen attentively.
- Provide courteous, friendly customer service.
- Offer transparent, competitive pricing.
- Respect your privacy.
- Provide discreet packing on request.
- Communicate openly, and clearly.
- Personalised service from our experienced Customer Support Consultants.
- Offer prompt home delivery, with tracking, Australia wide.
- Provide the option to order 24 hours a day, 7 days a week via our webstore.

As an organisation we are constantly evolving and improving, with our customer service goals outlined below:

- Answer phone calls promptly.
- Respond to emails within 48 hours.
- Provide a one call resolution.

We welcome all feedback as an opportunity to improve our services. Our online feedback form can be found at <https://brightsky.com.au/help/feedback-and-complaints/> or you can contact us on 1300 88 66 01