



Customer Service Policy

Honey from the Jar is committed to continually improving the way we serve you. We strive for excellence in the way we deal with every client, and love to send you away with a smile on your face. We are committed to serving you in a friendly, polite and respectful manner.

We aim to create an environment where you know your satisfaction is the most important thing to us.

To meet high quality service standards we will:

- be polite, friendly and welcoming when we communicate - in person, when writing, by phone or email,
- respect differences in values, cultures, beliefs and ages, and include our awareness of diversity into our daily practice,
- respect the dignity of all and show empathy and consideration in our daily practice,
- listen and respond in an attentive way to your inquiries,
- protect the confidentiality of your personal information,
- introduce ourselves by name,
- dress fabulously at every opportunity,
- maintain a clean and safe environment for you and for ourselves,
- present you with beautiful, clean and unique garments,
- source the best vintage and preloved pieces that have been lovingly cared for,
- keep all our stock in good repair.