

Client Conduct and Respect Policy

ROYEDGE SHIPPING ENTERPRISES

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At RoyEdge, we pride ourselves on creating a warm, respectful, and supportive relationship with our clients. We will always treat you with dignity, professionalism, and care — and we expect the same in return.

1. Zero-Tolerance for Abuse

- RoyEdge Shipping Enterprises staff must be treated with respect at all times.
- Any verbal abuse, insults, threats, or aggressive behavior towards our staff will lead to suspension or termination of the client's account.
- All communication must remain professional — disagreements should be addressed through our official dispute channels.

2. Balanced Care Approach

- We will always be friendly, caring, and solution-driven.
- However, friendliness does not mean limitless demands; all services remain bound by our published policies, terms, and capacity.
- Any requests outside agreed services will be treated as a paid special service.

3. Public Complaints & Defamation

We encourage clients to raise any issues directly with us through our official channels first.

We commit to resolving genuine complaints quickly and fairly.

Public defamation, false claims, or misleading information about RoyEdge Shipping Enterprises will result in:

- Immediate suspension of service.
- Legal review for defamation and loss claims.

We are committed to resolving genuine complaints — but malicious public attacks will not be tolerated.

4. Premium Client Status

RoyEdge Shipping Enterprises reserves the right to work only with clients who align with our values of mutual respect and professionalism.

Consistent disrespect, late payments, or abuse of policies may result in refusal of future shipments.

5. Staff Protection Priority

RoyEdge Shipping Enterprises prioritizes the safety, dignity, mental and emotional well-being of its people.

All staff are empowered to end a conversation if a client becomes abusive, and report the incident immediately to management.

6. Service Boundaries

RoyEdge Shipping Enterprises is committed to delivering exceptional service with care and professionalism. However, all services are subject to defined scope and operational limits.

Any request that falls outside the agreed service scope — including but not limited to excessive follow-ups, additional handling beyond standard procedures, repeated change requests, or personal errands — will be flagged as billable extras. These will be quoted to the client before execution. This ensures fairness, respect for our team's time, and uninterrupted service quality for all clients.

7. Service Suspension for Misconduct

If a client repeatedly engages in rude, aggressive, or exploitative behavior, we reserve the right to:

- Pause all shipments until issues are resolved.
- Decline further business without refund for services already rendered.

Clients who violate this policy may have their accounts closed immediately, with any outstanding goods handled according to our standard claims process.