



Stream Components is committed to providing procurement solutions with a trusted and verified supply chain for the global electronic component industry.

Stream Components commitment to exceed the customers' expectations is as follows:

- **Best Price** - We accommodate your timescales with prompt quotes offering you the best price for the parts that you need, enabling you to win more business
- **Transparency** - We will always be transparent about our sources and the quality of the stock we provide
- **Quality Guaranteed** - We always provide you with new and original parts meeting the required registrations and accreditations of our customers, offering technical support from our in-house engineers with a 1 year warranty. We have a clear and transparent policy and zero tolerance towards counterfeit goods
- **Personal, professional, flexible service** – deliver tailor made services just for you with no inflexible rules & procedures and no compromise on quality

Stream Components aims to:

- Select our suppliers with great care via our professional and experienced sourcing and procurement teams
- Only buy from sources/manufacturers that we know well and work with on a regular basis.
- Undertake all the necessary precautions with obsolete & second source components such as obtaining photos, analysing bar codes and batch numbers and investigating thoroughly the manufacturers' credentials and accreditations before we quote
- Examine thoroughly all received components in our labs and once we are satisfied with their authenticity we send the components on to you the customer with our 1 year guarantee
- Maintain our integrity commitment to searching, authenticity testing and delivering high-quality parts to build trusted & long term relationship with all our clients
- Always ask you and the component manufacturer the right questions to ensure that you have the right product delivered to you at the right price and on time as you would expect
- Ensure your requirements from the initial enquiry, through contract review, stock selection, quoting and inspection, to the delivery of your goods are met in full

We shall always be available, act promptly to any situation and spend all the time that is necessary to provide exceptional, reliable service that our customers can depend upon and would want to use...again and again.

The management team are committed to ensuring that the quality policy is reviewed regularly and improvements are implemented promptly to deliver the best possible customer service.

<p><i>signature</i> Anne Rousseau Managing Director</p> 	<p><i>Signature</i> Michael Sinclair Quality Assurance Director</p> 
<p>Dated 10/10/2016</p>	<p>Dated 10/10/2016</p>