
CLIENT CONDUCT & RESPECT POLICY - SEALCORE INTERNATIONAL LINES

At Sealcore, 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

- Sealcore 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 Sealcore 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

- Sealcore 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

- Sealcore 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

- Sealcore 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.