



CUSTOMER SERVICE MENU

Our team at Sea Sat work hard to select and prepare the finest answers to your questions. Working with highly skilled artisanal customer service craftspeople we endeavour to deliver locally sourced, seasonal and sustainable keyboard-to-customer interactions that will leave you fully satisfied and between 90 and 100% likely to recommend us to your friends and colleagues.

In order to create these experiences for you, we present here our menu of customer service charges, calibrated to the particular challenges our team face on a daily basis.

We trust you will partner with us in creating an incredible collaborative, communicative exploration of shared knowledge transfer in this online community we share.

Love from the team at Sea Sat

Sea Sat is a non-tipping establishment. We believe in the value of customer service and pay our staff well. However, tips in the form of kind words of thanks will be shared amongst the team.

Mains

Standard Query No charge
Ask any question relating to our services, products, or field and receive a helpful and timely response.

Thoughtful Query We pay you \$10
Your question, but phrased politely and kindly and including all the details we will need to help you promptly.

Urgent Query No charge
Let us know what you need, and we will get right on it as soon as we can.

Very-non-urgent Query You Call Urgent No charge
We're not mad, we're just disappointed.

Query About a Different Company's Products No charge
We will link you to the correct location, and include one (1) small free eye roll while stocks last.

Product Feedback Gratefully received
We love to hear your thoughts and ideas anytime.

* Note: Additional service charge applies if you wish to tell us your proposed huge new feature is incredibly easy to add and that it's ridiculous we don't already offer it.

Notes of Appreciation to Support No charge
Received with the undying love of the team, and your own special reaction emoji in our internal Slack.

Assorted Abuse Platter —
Due to self-respect and good management, we are no longer offering this item.

Sides

Provide Screenshot Inside MS Word Document \$2
Plus additional \$0.50 if the "screenshot" is a blurry photo you took of your own monitor.
Note: If you are kind and polite, all fees will be waived.

Receive GIFs of Cute Animals \$0.50 / awww
Or trade with your own favorite gifs at no charge.

Misspell the Name of the Person Helping You \$1
Even though it is literally written right there. If we misspell your name, we'll pay you \$2.

Ask to Speak to Someone More "Technical" \$5
Additional \$65 if you express preference for "a man."

Write in a Truly Baffling Font Choice \$1
Including but not limited to Papyrus.

