

Customer Service Charter

The Pine Biotech Customer Service Charter is our promise to you. It demonstrates our commitment to providing you with high quality of communication and service, support and training in bioinformatics.

The Pine Biotech team seeks to provide you with the very highest levels of service in all that we do. This is our service commitment. It infuses every aspect of our business; from our ethos, to the training of our people and the development of our relationship with you. **Our vision** is to enhance human health and well-being by enabling Biological Research and Discovery with relevant data, solutions, and support. **Our mission** is to simplify bioinformatics and advance research through our modular and intuitive multi-omics analysis platform powered by Human Experience and Artificial Intelligence.

Making communication easy

Our dedicated account management and customer service teams are trained to respond to your queries and requests promptly and efficiently. Where possible, we provide you with a dedicated point of contact and clear contact details.

We keep an eye on things, regularly evaluating our communications to make sure we maintain our high standards. In addition to issues concerning your account with us, we would be grateful if you could also provide feedback on your thoughts and experiences to these teams. It is through responding to feedback that we can make improvements, so we value any insight you could share with us.

Building a relationship with you

We believe we can provide you with the highest quality support when we understand your needs. We regularly collect data for the purpose of personalization and adjusting our offering. Our highly trained people are specialists in their fields and are supported by a program of continuous professional development.

Contacting us

If you have an issue, you'd like to discuss with us, please get in contact with us by email: support@pine.bio or mail us to: 1441 Canal St., New Orleans, LA, 70112