

TÜV seal of approval for Saturn: The consumer electronics chain's delivery service satisfies customers

Ingolstadt, 02.06.2009: Competent advice and top-notch service are two of the key ingredients in Saturn's recipe for success. In order to verify this claim, Saturn's delivery service underwent voluntary testing by TÜV Saarland. The result is impressive: Saturn was awarded the "TÜV Service tested" seal of approval with a grade of 1.89 (good).

TÜV Saarland tested Saturn's delivery service objectively according to clearly defined criteria. In March 2009, a questionnaire was sent to 20,000 customers who had already made use of Saturn's delivery service. Saturn is more than happy with the result since nowadays customer satisfaction is a key factor in the success of any business. The fact that the delivery service meets its customers' high expectations has now been officially confirmed with the TÜV seal of approval.

Customers themselves decide on the scope of Saturn's delivery service: this can range from the simple delivery of the goods to the assembly and installation of the product and the disposal of old appliances and devices. Because individual needs can be very different, the consumer electronics store offers its customers three different service packages: Standard, Comfort and Premium.

About Saturn

Saturn stores are characterized by their city-center location, a comprehensive range of up to 100,000 articles, an extensive sales area covering up to 18,000 square meters, a competent sales staff, excellent service and consistently low prices. Founded in 1961, the company has been housed under the roof of Media-Saturn-Holding GmbH as an independently operating company since 1990. In 2008, the company – with a staff of 8,179 employees – reported revenues of 3.1 billion euros in Germany. At present, Saturn has 139 stores in Germany and 231 stores in eleven European countries.

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