

Client Charter

Our aim is to

- Answer incoming calls promptly and professionally, in order that your enquiry is dealt with without delay
- Respond to client enquiries within the same day of calling us
- All e-mails to be responded to within 24 hours of receipt
- Issue a Sales Order Acknowledgement within 2 days of order input. It is important too for clients to check this thoroughly. The acknowledgment will indicate a “due date”
- Phone all clients before delivery of their order. If possible before lunchtime the previous day
- Arrive on the day we say we will and locate your furniture exactly where you want it. We will leave it ready to use and remove all packaging materials
- Complete the installation with the minimum of disruption to you. In return we ask that the site is clear before delivery and all “IT” equipment is decommissioned and removed from the working area
- Provide excellent after sales service. We will keep you informed of any remedial work outstanding to ensure your installation is completed to your satisfaction
- Give clients the opportunity to respond formally by sending “Customer Satisfaction Survey” forms once installation has taken place
- Strive to be the Company our customers would like us to be