



Customer charter

We have become the largest and fastest-growing independent replacement window and door company in the country because of:

- our commitment to our customers;
- the quality of our products; and
- our customer care.

The customer charter sets out the minimum standards you can expect from all the people involved in our business. Our customers are at the centre of our business and we will do our best to always deal with you honestly, reasonably and with respect.

- 1 We will always carefully consider all enquiries from our customers with total confidentiality and do our best to deal with them in a reasonable way and within a reasonable timescale.
- 2 Our staff will always identify themselves first.
- 3 We will carefully consider customers' requests and give priority to the most urgent.
- 4 Our staff will offer advice clearly and simply.
- 5 If we have agreed dates of visits, we will do all we can to make sure we meet them.
- 6 If you write to us, we will acknowledge your correspondence.
- 7 If we need to take action to sort out an issue, we will do our best to take this action within 14 days of receiving information about the issue.
- 8 We will do our best to return all phone calls within 24 hours, where possible.
- 9 We will do our best to deal with all complaints we receive from our customers as quickly as possible and in line with our procedure for handling complaints. You can get a copy of this by calling our helpline on 01274 842842, by faxing your request to 01274 842288 or by e-mail using customerservices@safestyle.co.uk
- 10 We will consider all requests for compensation fairly and sympathetically.
- 11 We will handle and deal with all our customers in line with all relevant laws.
- 12 We will monitor our complaints and quality management systems and review them regularly.
- 13 If we have fallen below the standards set out in this charter, we will apologise.

This charter has been approved by our board of directors and is signed below to show this.

Safestyle UK - committed to our customers

