

## **The Sash Window Workshop Customer Service Standards 2008**

It is the Company's intention to provide our customers with the very highest standards of service and customer care. We publish below the service standards that we strive to attain at all times.

### **When you make an initial enquiry**

- You will have the opportunity to speak to someone who is knowledgeable about windows.
- When you leave your details, we will confirm that we have received your enquiry and send you the name of our surveyor who will telephone you to arrange an appointment.

### **Survey Visits**

- Our surveyor will call you within **24** hrs of your enquiry to discuss your requirements in more detail and arrange to survey your windows. During busy periods this may extend to 48 hrs.
- During the visit to assess your needs, the surveyor will provide :-
  - A thorough inspection of your windows
  - A presentation of our products and services together with comprehensive advice
  - A quotation, produced for you, at once, within your home from our computerised pricing system, or, unusually, we will send the quotation to you within 2 working days

### **Please note**

We do not believe in high pressure selling, our survey staff work exclusively for us and their instructions are simple, to give you the very best possible service and advice.

### **On receipt of your order**

- We will send you a confirmation of order /receipt of deposit letter as soon as we have processed your order.
- We will contact you within 3 working days of processing your order, to arrange a suitable manufacturing survey date ( if appropriate).
- In the event of any changes to your order, we will notify you of any problem we perceive within 24 hours of receipt, and sort out any paperwork issues as soon as possible.

### **Fitting dates**

We will provide an installation date as follows:-

- Orders that do not require a second manufacturing survey - 5 working days from receipt of order
- For orders that require new joinery work, fitting dates will be issued within 10 working days from manufacturing survey.
- Installation dates will be confirmed in writing once dates have been agreed with you. Details of our working practices will be sent at the same time.

### **Fitting**

- We will call you before the start of work to confirm our arrival and any last minute details, including preparation of your home for our installation teams.
- Traffic permitting, our fitters will arrive at your home by 0830 hrs or before.
- Our fitters will wear clean company uniform, carry identification, and arrive in clean and tidy liveried vans.
- Our fitters are trained in customer service/ site preparation/job finishing and will respect your home.
- Our fitters are not permitted to move or touch your furniture or belongings without written permission from you.
- A member of the Management team will visit your home; during or after the work to ensure that you are satisfied with our standards.
- We will ensure that you are able to speak to our Installation Manager, or any other Manager within the company.
- We will call you within 24 hrs of your work being completed to ask whether you are satisfied with our service and whether you have any issues that may need addressing.

### **Remedial Work – current work**

- If you are not satisfied with any work we have done, either a remedial visit or a site inspection date will be arranged within 24hrs.
- Wherever possible the remedial work will be carried out within 5 working days of completion of our work.
- After remedial work has been completed, at your request a further site visit to inspect the work may be carried out by our Manager.

### **Warranty work**

- If warranty work is required, we will provide a date for an inspection appointment, or for the work to be carried out, within 2 working days of your initial call.

We intend to live up to the high standards we set ourselves. If, from time to time, we do not meet your expectations, please let me know so that we can continue to improve the service we aspire to provide.

**Richard Dollar**  
**Managing Director**